

CONSUMER GRIEVANCE REDRESSAL FORUM

ELECTRICAL CIRCLE, BARGARH

First Floor, Raymond Building, Bandutikra Chowk, Bargarh-768028

Phone: (06646) 230135, E-mail: grf.bargarh@tpwesternodisha.com



Present:

Sri B.K.Singh	...	President
Sri Pulakesh Dasbhaya	...	Member (Finance)
Sri D.R Sahu	...	Co-Opted Member

1	Case No.	BGH/77/2025			
2	Complainant	Name & Address:		Consumer No:	
		Bisweswar Sahu		5153-0219-1411	
		At-Sarsara, Bijepur		Contact No.:	
		Dist-Bargarh		6372872105	
3	Respondent	Name		Division	
		SDO(Elect.), TPWODL, Sohela		BWED, TPWODL, Bargarh.	
4	Date of Application	23.06.2025			
5	In the matter of-	1. Agreement / Termination		2. Billing Disputes	
		3. Classification / Reclassification of Consumers		4. Contract Demand / Connected Load	
		5. Disconnection / Reconnection of Supply		6. Installation of Equipment & apparatus of Consumer	
		7. Interruptions		8. Metering	
		9. New Connection		10. Quality of Supply & GSOP	
		11. Security Deposit / Interest		12. Shifting of Service Connection & equipments	
		13. Transfer of Consumer Ownership		14. Voltage Fluctuations	
		15. Others (Specify) -			
6	Section(s) of Electricity Act, 2003 involved	42(5)			
7	OERC Regulation(s):	Clauses			
	1	OERC Distribution (Licensee's Standard of Performance) Regulations, 2004			
	2	OERC Conduct of Business) Regulations, 2004			
	3	Odisha Grid Code (OGC) Regulation, 2006			
	4	OERC (Terms and Conditions for Determination of Tariff) Regulations, 2004			
	5	Others-OERC Distribution (Conditions of Supply) code, 2019			155 & 157
8	Date(s) of Hearing	23.06.2025			
9	Date of Order	21.07.2025			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	Nil			
12	Appeared for the Complainant:		Appeared for the Respondent:		
	Bisweswar Sahu		SDO(Elect.), TPWODL, Sohela		

B.K.

PRESIDENT

Grievance Redressal Forum
TPWODL, Bargarh-768028

ORDER



Brief Facts of the Case

During the spot hearing at ESO-Bijepur of Sohela Electrical Sub-division under Bargarh West Electrical Division camp on 23-06-2025, the complainant appeared before the Forum whereas SDO- Sohela appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT-IRRIGATION PUMPING AND AGRICULTURE consumer having consumer No. 515302191411 with connected load of 4.00 KW. That the Complainant has raised objection regarding the DPS charged to him on wrong additional security deposit claimed. He requested for revision of bills and mentions about verbal complaint being made to the respondent earlier on.

Gist of Arguments made by the Parties

Both parties were present in the hearing. The contentions made by the parties are as follows:

1. Submission of the Complainant:

1. The complainant submits that a wrong additional security deposit has been claimed by the respondent due to which wrong Delayed payment surcharge has been charged to him in the month of May'2025.
2. He further submits that; he had made verbal complain to the respondent about the erroneous bill.
3. The complainant requested the Forum for withdrawal of DPS on ASD.

2. Reply Submission of the Respondent:

- i. The respondent submitted a written submission of SDO Sohela received on 03-07-2025.
- ii. The respondent also agreed to the points raised by the complainant and agreed for revision of bills. However, the respondent requested the Forum to take appropriate decision as necessary.

Findings and observations of the Forum

Written/verbal Submissions were made by both parties and arguments were heard at length. This Forum, after hearing the parties and going through the

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relevant documents, FG and Samadhan database (Licensee's soft records) and

provisions of law have concluded as follows:

1. It is noted from the bill abstract and ledger that an amount of Rs.698375.66 has been billed in the month of Sep'2023 covering the period from Dec'2022 to Sep'2023 (10 months, covering both the FY 2022-23 and 2023-24). Again, it is noted from the ledger that, the bills from Oc'2023 to Aug'2024 have been revised as per GRF order and an amount of Rs.1,46,869.83 has been withdrawn. It is also noted by the Forum that, both the points have not been taken into consideration while calculation of Additional Security Deposit for FY 2024-25.
2. Again, it is noted from the additional security deposit claimed (ASD) details that the ASD claimed for 2024-25 (claimed on 25-06-2024) is Rs.519912.80 which was wrong and not paid by the complainant for which DPS of Rs. 57902.62 has been charged in May'2025. The respondent also could not produce the basis of calculation for Additional Security Deposit. Therefore, it is construed after verification of billing of the complainant during the FY 2023-24, that the calculation of ASD amount of Rs. 519912.80 for 2024-25 is wrong.
3. It is also noted that an ASD amount of Rs.1004.00 has already been claimed on 22-05-2025 for 2025-26.
4. Therefore, it is decided by the Forum that, the wrong interest amount charged on wrong ASD should be withdrawn.

Directions of the forum


In view of the above findings and discussions, the Forum is of the view that,


- The wrong interest amount charged on wrong ASD of Rs. 57902.62 is to be withdrawn and interest on security deposit is to be given for the year 2023-24 as per Section 157 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.
- The new ASD claimed for 2025-26 is to be collected from the complainant.
- Any adjustments done during the revision period are also to be taken in to consideration.
- DPS charged on the wrong bills are also to be withdrawn.


The Opposite party is directed to submit the compliance report to this Forum within one month from the date of issue of this order.

Accordingly, the case is disposed of.




Co-Opted Member
(D.R. Sahu)
Grievance Redressal Forum
TPWODL, Bargarh-768028


Member (Finance)
(P. Dasbhaya)
Grievance Redressal Forum
TPWODL, Bargarh-768028


President
(B.K. Singh)
Grievance Redressal Forum
TPWODL, Bargarh-768028

No. GRF/BGH/ 84⁽²⁾

Date: 21.07.2025

Certified Copy to:

- 1) The Zonal Head, Bargarh Zone, TPWODL, Bargarh.
- 2) The Chief Legal, TPWODL, Burla.

"If the complainant is aggrieved with this order or non-implementation of the order of the Grievance Redressal Forum in time, he/she can make the representation to the Ombudsman-II, Qrs. No. 3R-2(S), GRIDCO Colony, P.O: Bhoinagar, Bhubaneswar-751022 (Tel. No. 0674-2543825 and Fax No. 0674-2546264) within 30 days from the date of order of the Grievances Redressal Forums".

This order can be accessed at TPWODL website www.tpwesternodisha.com- Customer Zone- Grievance Redressal Forum- BGH- GRF case No. BGH 77 of 2025.