

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/80/2025				
2	Complainant	Name & Address:		Consumer No:		
		Kautuk Deep		5150-0106-2868		
		Dalpatpali, Agalpur		Contact No.:		
		Barpali, Dist-Bargarh		9348616357		
3	Respondent	Name		Division		
		EE (Elect.), BWED, Bargarh, TPWODL		BWED, TPWODL, Bargarh.		
4	Date of Application		15.07.2025			
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				
8	Date(s) of Hearing		15.07.2025			
9	Date of Order		05.08.2025			
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:			
	Koutuk Deep		SDO(Elect.), TPWODL, Barpali			

PRESIDENT
 Grievance Redressal Forum
 TPWODL, Bargarh-768028

ORDER



Brief Facts of the Case

During the spot hearing at ESO-Barpali of Barpali Electrical Sub-division under Bargarh West Electrical Division camp on 15-07-2025, the complainant appeared before the Forum whereas SDO- Barpali 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. 515001062868 with connected load of 2.50 KW. That the Complainant has raised objection regarding the high consumption bills served to him. 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, high consumption bills have been served to him from Feb'2021 to Dec'2022 due to which high billings have been done resulted to accumulation of arrear.
2. He further submits that; he had made verbal complaint to the respondent about the erroneous bill.
3. He also requested the Forum to revise the bills.

2. Reply Submission of the Respondent:

- i. The respondent submitted the PVR dated 31-07-2025 mentioning the meter reading as "2558" KWH of meter no. 10098483 with a written submission of SDO Barpali received on 31-07-2025.
- ii. The respondent submitted that high amount bill generated due to wrong reading but as per records bills were already revised from Apr'21 to Dec'21, an amount of Rs.3365.07 withdrawn and revised from Mar'22 to Nov'22, an amount of Rs.106097.85 withdrawn and also meter change assessment had done and an amount of 2839.93 withdrawn.

- iii. The respondent also agreed upon average/wrong/abnormal bills from Feb'2021 to Dec'2022 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 relevant documents, FG and Samadhan database (Licensee's soft records) and provisions of law have concluded as follows:

- a. That the complainant has been given power supply without meter on 31-01-2021 with a connected load of 2.50 KW. From date of power supply average/provisional bills have been served up to Nov'2021.
- b. In the meanwhile, a new meter bearing Sl. No. TPU008387 has been installed on 30-10-2021 in the premises of the complainant but updated in billing database in Dec'2021 with an initial meter reading of "0001"
- c. It is noted from the billing data that after installation of the meter no proper reading has been taken due to which bills @ 5514 units, 60274 units, 47663 units etc. have been billed up to Nov'2022. Later on, in Dec'2022, meter reading has been corrected with a meter reading of "4579" and bills on actual meter readings have been served afterwards.
- d. It is also noted that a bill revision from Mar'2022 to Nov'2022 has been done wherein it has been mentioned that previous units billed was 73777 units whereas it is noted by the Forum from the billing data that from Mar'2022 to Nov'2022 132699 units were charged. Therefore it is construed by the Forum that the bill revision made by the respondent is wrong.
- e. Therefore, it is decided by the Forum that the bills from Feb'2021 to Dec'2022 should be revised.

Directions of the forum

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

1. The bills from Nov'2021 to Dec'2022 are to be revised by taking the IMR as "1" and FMR as "4579" as per Section 157 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.



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2. The bills from Feb'2021 to Oct'2021 are to be revised as per average of point no.1 as mentioned in "Directions of the Forum" as per Section 157 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019
3. Any adjustments done during the revision period are also to be taken in to consideration.
4. 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.


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


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


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

No. GRF/BGH/

99(3)

Date:

05.08.2025

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 80 of 2025.