

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/81/2025					
2	Complainant	Name & Address:		Consumer No:			
		Janak Padhan		5151-0217-0625			
		Balitikra, Satalma, Barpali		Contact No.:			
		Dist-Bargarh		7381284527			
3	Respondent	Name		Division			
		SDO(Elect.), TPWODL, Barpali		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					155 & 157
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:				
	Janak Padhan Represented by Roshan Padhan		SDO(Elect.), TPWODL, Barpali				

B.K.
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- Domestic consumer having consumer No. 515102170625 with connected load of 1.00 KW. That the Complainant has raised objection regarding the levy of abnormal fixed charges of Rs.19,300.00 for the month of Mar'2025. 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, abnormal fixed charges of Rs.19300.00 has been served to him for the month of Mar'2025 resulted to accumulation of arrear.
2. He further submits that; he had made verbal complain to the respondent about the erroneous bill.
3. He also requested the Forum to revise the bills.

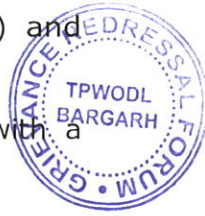
2. Reply Submission of the Respondent:

- i. The respondent submitted the PVR dated 31-07-2025 mentioning the meter reading as "1104" KWH of meter no. TWB157342 with a written submission of SDO Barpali received on 31-07-2025.
- ii. The respondent also agreed upon abnormal bill for the month of Mar'2025 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 on 13-07-2018 with a connected load of 1 KW.
- b. It is noted from the billing data that in the month of Mar'2025, a wrong entry of maximum demand @ 965 KW has been entered in the billing for which fixed charges of Rs.19300.00 has been charged to him. It is also admitted by the respondent that wrong entry of maximum demand has been done by the meter reader.
- c. Therefore, it is decided by the Forum that the abnormal fixed charges for the month of Mar'2025 should be revised.


Directions of the forum


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


- The Fixed charge of Rs.19,300.00 for the month of Mar'2025 is to be withdrawn and fixed charge as per connected load is to be taken for billing as per Section 155 and 157 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.
- 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.


(D.R. Salun)
Co-Opted Member
Grievance Redressal Forum
TPWODL, Bargarh-768028
No. GRF/BGH/ 98


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


(B.K. Singh)
PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028
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 81 of 2025.