

# CONSUMER GRIEVANCE REDRESSAL FORUM

ELECTRICAL CIRCLE, BARGARH

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


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## Present:

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

|    |                                              |                                                                           |                              |                                                      |           |
|----|----------------------------------------------|---------------------------------------------------------------------------|------------------------------|------------------------------------------------------|-----------|
| 1  | Case No.                                     | <b>BGH/87/2025</b>                                                        |                              |                                                      |           |
| 2  | Complainant                                  | Name & Address:                                                           |                              | Consumer No:                                         |           |
|    |                                              | Manbodha Mishra                                                           |                              | 5153-0111-0942                                       |           |
|    |                                              | At-Grinjel, Sohela                                                        |                              | Contact No.:                                         |           |
|    |                                              | Dist-Bargarh                                                              |                              | 9937930830                                           |           |
| 3  | Respondent                                   | Name                                                                      |                              | Division                                             |           |
|    |                                              | SDO(Elect.), TPWODL, Sohela                                               |                              | BWED, TPWODL, Bargarh.                               |           |
| 4  | Date of Application                          | 17.07.2025                                                                |                              |                                                      |           |
| 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                           | 17.07.2025                                                                |                              |                                                      |           |
| 9  | Date of Order                                | 30.07.2025                                                                |                              |                                                      |           |
| 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: |                                                      |           |
|    | Manabodha Mishra                             |                                                                           | SDO(Elect.), TPWODL, Sohela  |                                                      |           |

  
**PRESIDENT**  
 Grievance Redressal Forum  
 TPWODL, Bargarh-768028

## **ORDER**



### **Brief Facts of the Case**

During the spot hearing at SDO-Sohela under Bargarh West Electrical Division camp on 17-07-2025, 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- Domestic consumer having consumer No. 5153-0111-0942 with connected load of 1.00 KW. That the Complainant has raised objection regarding charging of wrong DPS amount for the period from Oct'2021 to Mar'2023. He requested for revision of bills and withdrawal of the DPS amount 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:**

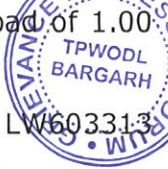
1. The complainant submits that, wrong DPS amount has been charged to him for the period from Oct 2021 to Mar 2023.
2. He further submits that; he had made verbal complain to the respondent about the erroneous bill.
3. He also requested the Forum for revision of bill and withdrawal of the DPS amount.

#### **2. Reply Submission of the Respondent:**

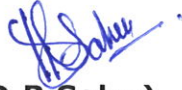
- i. The respondent submitted the Physical Verification Report (PVR) dated 24-07-2025 mentioning that the meter available at site bearing SI No. TWST1741892 is found OK and the complainant is availing supply through the meter properly.
- ii. The respondent requested the Forum to take appropriate decision as deemed fit.


### **Findings and observations of the Forum**

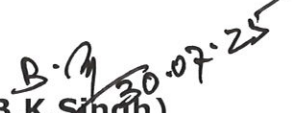
Written/verbal Submissions were made by both parties and arguments were heard at length. This Forum, after hearing the parties and going through the relevant documents, FG and Samadhan database (Licensee's soft records) and provisions of law have concluded as follows:

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1. That the complainant is availing a LT-Domestic connection with a load of 1.00 KW.
  2. It is found from the FG Database that, one new meter bearing SI No. LW603313 was installed in the complainant's premises in the month of Sep'2021.
  3. It is observed by the Forum that the energy bill of the complainant was revised from the month of Aug'2021 to Oct'2022 for delay meter updating and an amount of Rs. 25,067/- was withdrawn from the complainant's account.
  4. However, after revision of the energy bill the remaining outstanding amount of Rs. 36298.16/- was not cleared by the complainant.
  5. Hence, the Forum construed that, as the outstanding arrear after revision of bill was not paid by the complainant and the DPS amount was charged for the period from Oct'2021 to Mar'2023 as per RST order of OERC.

Hence, the instant case is hereby dropped.

  
(D.R. Sahu)  
Co-Opted Member  
Grievance Redressal Forum  
TPWODL, Bargarh-768028  
No. GRF/BGH/ 93(3)

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

  
(B.K. Singh)  
President  
Grievance Redressal Forum  
TPWODL, Bargarh-768028  
Date: 30.07.2025

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](http://www.tpwesternodisha.com)- Customer Zone- Grievance Redressal Forum- BGH- GRF case No. BGH 87 of 2025.