

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/88/2025				
2	Complainant	Name & Address:		Consumer No:		
		Laxmi Narayan Gupta		5153-0103-0059		
		At-Sohela		Contact No.:		
		Dist-Bargarh		9777563024		
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		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:			
	Laxminarayan Gupta		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. 515301030059 with connected load of 2.00 KW. That the Complainant has raised objection regarding the bill served to him in the month of May'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, he has been served with a wrong bill of Rs.24276.40 for the month of May'2025 which leads 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 Physical Verification Report (PVR) dated 24-07-2025 with a written submission of SDO Sohela dated 28-07-2025.
- ii. The respondent also submitted that, a sundry was posted for meter change assessment in the month of May'2025 bill and Rs.21758.85 was added in the bill and a detailed calculation sheet has also been submitted.
- iii. The respondent further clarified that the supply was disconnected from 30-12-2021 to 16-08-2023.
- iv. 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:


1. That the complainant been billed on actual basis upto Oct'2021 with a meter reading of 5585 with meter no. WLT023520. The bill for the month of Nov'2021 has been served on provisional basis which has been adjusted in the month of Dec'2025 by recording the same meter reading as 5585 with "0" unit consumption.
2. As per submission made by SDO sohela, the power supply was disconnected from 30-12-2021 to 16-08-2023.
3. Again, from Aug'2023 to Jun'2024, provisional bills have been served.
4. In the meanwhile, a new meter bearing Sl. No. TWB114927 was installed on 06-08-2024 and bills on actual meter readings have been served.
5. In the month of May'2024, an upward assessment amount of Rs. 21758.85 for a period of two years was added in the bill as per six month average of new meter by following section 155 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.
6. It is noted by the forum that, no proper procedure has been followed while doing the upward assessment which also covers the disconnection period.
7. Therefore, it is decided by the Forum that, the upward assessment amount of Rs. 21758.85 for a period of two years should be revised.

Directions of the forum

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


- The upward assessment for a period of two years is to be withdrawn and upward assessment from 16-08-2023 to 05-08-2024 is to be charged as per Section 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.


PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028

Accordingly, the case is disposed of.


Co-Opted Member
Grievance Redressal Forum
TPWODL, Bargarh-768028


Co-Opted Member (Finance)
Grievance Redressal Forum
TPWODL, Bargarh-768028



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

No. GRF/BGH/ 100 (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 88 of 2025.