

# 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.	<b>BGH/89/2025</b>			
2	Complainant	Name & Address:		Consumer No:	
		Rajendragiri Goswami		5153-0101-1060	
		Sohela		Contact No.:	
		Dist-Bargarh		6372813384	
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		29.07.2025		
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:		
	Rajendragiri Goswami		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- General Purpose < 110KVA consumer having consumer No. 515301101060 with connected load of 0.50 KW. That the Complainant has raised objection regarding the bill served to him in the month of Jun'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 availed power supply from Jul'2024, but the consumption from Jul'2024 to Jun'2025 has been billed in Jun'2025 without any slab adjustments.
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 agreed upon consumption from Jul'2024 to Jun'2025 has been billed in Jun'2025 without any slab adjustments 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:



1. That the complainant had been given power supply on 25-07-2024 in LT-General Purpose Category with installation of a new meter bearing SI. No. TWST1798865. But in billing data the date of power supply has been wrongly entered as 01-01-2025.
2. The respondent has also submitted the meter installation protocol sheet wherein it has been mentioned that the meter bearing SI. No. TWST1798865 has been installed on 25-07-2024 in the premises of the complainant. But in the billing data a wrong meter bearing sl. No. TK01761 had been entered which has been corrected in the month of Jun'2025 with a meter reading of "1490". Therefore, the bill for the month of Jun'2025 has been generated for 1490 units in a single month without any slab adjustments.
3. Therefore, it is decided by the Forum that, the bill for the month of Jun'2025 should be revised.

### **Directions of the forum**

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

- The bills from date of power supply to Jun'2025 are to be revised taking the IMR as "0" and FMR as "1490" 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.**

Accordingly, the case is disposed of.

  
(D.R. Sahu)  
Co-opted Member  
Grievance Redressal Forum  
TPWODL, Bargarh-768028  
No. GRF/BGH/ 90(3)

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

  
(B.K. Singh)  
PRESIDENT  
Grievance Redressal Forum  
TPWODL, Bargarh-768028  
Date: 29.07.2025

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: Bhoynagar, 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 89 of 2025.