

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 |

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|----|--|---|------------------------------|--|-----------|
| 1 | Case No. | BGH/91/2025 | | | |
| 2 | Complainant | Name & Address: | | Consumer No: | |
| | | Hutasan Melli | | 5125-2103-0431 | |
| | | At-Hiromunda, Bheden, Dist-Bargarh | | Contact No.: 9938266862 | |
| 3 | Respondent | Name | | Division | |
| | | SDO(Elect.), TPWODL, Bheden | | BED, TPWODL, Bargarh. | |
| 4 | Date of Application | 23.07.2025 | | | |
| 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 | 23.07.2025 | | | |
| 9 | Date of Order | 08.08.2025 | | | |
| 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: | | |
| | Hutasan Melli | | SDO(Elect.), TPWODL, Bheden | | |

ORDER



Brief Facts of the Case

During the spot hearing at Bheden Sub-division under Bargarh Electrical Division camp on 23-07-2025, the complainant appeared before the Forum whereas SDO- Bheden appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT- Domestic consumer having consumer No. 512521030431 with connected load of 2.50 KW. That the Complainant has raised objection regarding the average/wrong billing from Apr'2018 to Feb'2020 and from Oct'2021 to Feb'2022. 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/ average bills have been served to him from Apr'2018 to Feb'2020 and from Oct'2021 to Feb'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 also agreed upon high consumption/ average billing from Apr'2018 to Feb'2020 and from Oct'2021 to Feb'2022 and agreed for revision of bills and submitted PVR dated 04-08-2025. 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 billed on actual meter readings up to Mar'2018 with a meter reading of "5419" of meter no. OEB61351. From Apr'2018 to Jan'2020 bills have been generated on average basis due to defective meter.
- b. In the meanwhile, a new meter bearing Sl. No. LW098213 has been installed on 27-12-2018 in the premises of the complainant but updated in the billing in

Feb'2020 with a meter reading of "2469". Therefore, the billing for the month of Feb'2020 has been served @2468 units without considering the slab adjustments for the period from Dec'2018 to feb'2020.



c. Again, it is noted that, from Oct'2021 to Feb'2022 average bills have been served due to defective meter. Again, a new meter bearing Sl. No. TW02015337 has been installed on 11-03-2022 in the premises of the complainant.

d. Hence, the Forum construed that, the average/wrong bills should be revised.


Directions of the forum


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


1. The average bills from Dec'2018 to Feb'2020 (Two Years) are to be revised by taking IMR as "0001" and FMR as "2469" as per Section 155 and 157 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.
2. The bills from Apr'2018 to Nov'2018 are to be revised as per average derived from direction no.1.
3. The average bills from Oct'2021 to Feb'2022 are to be revised as per the average of six consecutive billing of meter no. TW02015337 as per Section 155 and 157 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019
4. Any adjustments done during the revision period are also to be taken in to consideration.
5. 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. Sahoo)
Co-opted Member
Grievance Redressal Forum
TPWODL, Bargarh-768028
No. GRF/BGH/ 103


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


(B.K. Singh)
PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028
Date: 08.08.25

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 91 of 2025.