

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/96/2025			
2	Complainant	Name & Address:		Consumer No:	
		Pranati Sahu		5123-2114-0549	
		At-Khaliapali,Cement Nagar,Bargarh		Contact No.:	
				7377438033	
3	Respondent	Name		Division	
		SDO(Elect.), TPWODL, Bargarh-II		BED, TPWODL, Bargarh.	
4	Date of Application	24.07.2025			
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	24.07.2025			
9	Date of Order	23.09.25			
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:		
	Pranati Sahu Represented by Ashish Kumar Sahu		SDO(Elect.), TPWODL, Bargarh-II		

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Grievance Redressal Forum
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ORDER



Brief Facts of the Case

During the spot hearing camp at Bargarh II Sub-division under Bargarh Electrical Division on 24-07-2025, the complainant appeared before the Forum whereas SDO- II Bargarh appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT- Domestic consumer having consumer No. 5123-2114-0549 with connected load of 1.00 KW. That the Complainant has raised objection regarding the debit amount of Rs.13703.04 added in his bill in Nov'2021. 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, debit amount of Rs. 13703.04 added in his bill in Nov'2021 which 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 that an amount of Rs.13703.04 debited as per email of DFM (F&C) BED, Bargarh on 02-12-2021.
- ii. Again, the Asst. Mangaer (F & C), Bargarh Electrical Division verbally informed the Forum that, papers regarding sundry have been misplaced and need more time to enquire into the matter. However, the respondent requested the Forum to take appropriate decision as necessary.

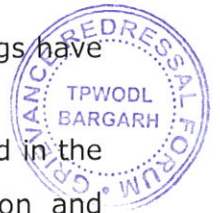
Findings and observations of the Forum

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 and provisions of law have concluded as follows:

- That, the power supply was given to the complainant on 08-06-2013. That the complainant has been billed on actual meter readings up to Jan'2016 with a meter reading of "1818" of meter no. 103352. From Feb'2016 to Jun'2020 provisional


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bill has been served. From Jul'2020 onwards bill on actual meter readings have been served by installing a new meter bearing Sl. No. LW595780.



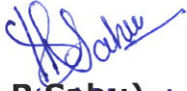
- In the month of Nov'2021, an amount of Rs. 13703.04 has been added in the bill. As per complainant submission, he was unaware of the revision and complained so many times to the respondents for the same but could not submit any documents regarding the complaint to the respondent. Now the complainant has approached the Forum for bill revision after a lapse of almost 4 years, which could have been done much before that so the reason for bill revision could have been traced.
- It is worth to mention here that, as per regulation 7 (c) of OERC (Grievance Redressal Forum and Ombudsman) Regulations, 2004, **"The Forum may reject the grievance at any stage under the following circumstances: (c) In cases where the grievance has been submitted two years after the date on which cause of action has arisen"**.
- Therefore, it is decided by the Forum that, the petition made by the complainant is to be rejected as per regulation 7 (c) of OERC (Grievance Redressal Forum and Ombudsman) Regulations, 2004.

Directions of the forum

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

- As the complaint petition for withdrawal of Debit amount of Rs. 13703.04 has been registered after a period of four years, it is hereby rejected as per regulation 7 (c) of OERC (Grievance Redressal Forum and Ombudsman) Regulations, 2004.
- However, the respondent is directed to keep the records in a proper manner in future so that the consumers can get the information timely.

Accordingly, the case is disposed of.


(D. R. Sahu) 
(P. Dasbhaya) 
(B. K. Singh)
Grievance Redressal Forum Grievance Redressal Forum Grievance Redressal Forum
TPWODL, Bargarh-768028 TPWODL, Bargarh-768028 TPWODL, Bargarh-768028
No. GRF/BGH/ 158(3) Date: 23.09.2025

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 96 of 2025.