

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/97/2025			
2	Complainant	Name & Address:		Consumer No:	
		Manohar Jagat		5154-1211-0339	
		Tumripani, Amthi, Jharbandh		Contact No.:	
		Dist-Bargarh		8455018630	
3	Respondent	Name		Division	
		SDO(Elect.), TPWODL, Paikmal		BWED, TPWODL, Bargarh.	
4	Date of Application		25.07.2025		
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			
		42, 140, 155 & 157			
8	Date(s) of Hearing		25.07.2025		
9	Date of Order		14.08.2025		
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:		
	Manohar Jagat		SDO(Elect.), TPWODL, Paikmal		

PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028

ORDER



Brief Facts of the Case

During the spot hearing at Jharbandh Electrical Section of Paikmal Sub-division under Bargarh West Electrical Division on 25-07-2025, the complainant appeared before the Forum whereas SDO- Paikmal appeared as respondent before the Forum.

Brief facts pertaining to the case are that, the Complainant is a LT- Domestic consumer having consumer No. 515412110339 with connected load of 0.04 KW. That the Complainant has raised objection regarding the wrong bills served to him due to wrong meter change. 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 bill has been served to him due to wrong meter change 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 submitted the PVR dated 06-08-2025 with a written submission of SDO Paikmal mentioning that a wrong meter change updated in FG which has been corrected in Apr'2025.
- ii. The respondent also agreed upon wrong meter change 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 has been billed on average basis up to Feb'2024.



2. It is further noted and submitted by the respondent that, a wrong meter change has been entered in billing with meter Sl. No. TWSP51134467 in Mar'2024 and wrong billing has been done up to Mar'2025.
3. Again, the wrong meter change has been corrected with meter no. TWSP51179706 (which was installed on 30-07-2024) in Apr'2025 with a meter reading of "4763" and bill for the month of Apr'2025 has been done with "4689" units without proper adjustments.
4. Further it is noted that, a bill revision has been done from Jul'2024 to Feb'2025 for the delay meter updation and an amount of Rs.26776.98 has been added in the bill of the complainant resulted to double billing of the same period.
5. Therefore, it is decided by the Forum that, the bills from Jul'2024 to Apr'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 Jul'2024 to Apr'2025 are to be revised taking the IMR as "0" and FMR as "4763" as per Section 157 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.
- The bill revision amount of Rs.26776.98 done from Jul'2024 to Feb'2025 is to be withdrawn from the bill.
- 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


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


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

No. GRF/BGH/ 113⁽³⁾
Certified Copy to:

Date: 14.08.2025

- 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 97 of 2025.