

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/99/2025			
2	Complainant	Name & Address:		Consumer No:	
		Kanhei Sahu		5154-1215-0011	
		At-Jampali, Bhandarpuni, Jharbandh, Dist-Bargarh		Contact No.: 9668333955	
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			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:		
	Kanhei Sahu Represented by Lalit Kumar Sahu		SDO(Elect.), TPWODL, Paikmal		


PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028

ORDER



Brief Facts of the Case

During the spot hearing at Jharbandh section of Paikmal Electrical Sub-division under Bargarh West Electrical Division camp 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. 515412150011 with connected load of 3.00 KW. That the Complainant has raised objection regarding the amount of Rs.29,634.80 added in his bill 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, an amount of Rs.29,634.80 added in his bill in the month of May'2025 resulting in accumulation of arrear.
2. He also submits that, the amount has been added for defective period assessment during which he has not got proper voltage in his area due to which no electrical equipments were running properly. But now, proper voltage is there so he is using all electrical equipments, therefore consumption has gone up after installation of meter.
3. He further submits that; he had made verbal complain to the respondent about the erroneous bill.
4. He also requested the Forum to revise the bills and change of category to domestic.

2. Reply Submission of the Respondent:

- i. The respondent submitted the Physical Verification Report (PVR) dated 06-08-2025 with a written submission of SDO paikmal, mentioning that the amount of Rs. 29634.80 has been added towards bill revision of defective period assessment.

- ii. The respondent also agreed upon poor supply voltage during the assessment period 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 actual meter readings up to Aug'2021 with a meter reading of "8260" of meter no. WESCO271524 with a monthly average of 41 units (Average from Jan'2009 to Aug'2021). From Sep'2021 to Mar'2024 bills have been generated on average basis due to defective meter with a monthly consumption of 79 units which is almost double of the actual consumption.
2. In the meanwhile, a new meter bearing Sl. No. TWB113422 has been installed on 07-05-2024 in the premises of the complainant.
3. It is also noted that, the monthly average consumption of new meter has been recorded @317 units (six months average consumption).
4. Regarding the amount of Rs.29634.80 has been added in the bill towards upward revision for defective assessment period, the respondent clarified that the supply voltage was very low and supply was not availed properly for the assessment period, therefore upward adjustment is not justified.
5. Hence, the Forum construed that, the upward revision for defective assessment period should be withdrawn.

Directions of the forum

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

- The upward revision for defective assessment period of Rs.29634.80 is to be withdrawn as per Section 155 and 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.


PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028



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


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

No. GRF/BGH/ 115⁽³⁾

Date: 14.08.2025

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 99 of 2025.