

# 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/100/2025</b>			
2	Complainant	Name & Address:		Consumer No:	
		Chandan Dansana		5154-1205-0143	
		At/Po-Dova, Jharbandh		Contact No.:	
		Dist-Bargarh		8658120525	
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	13.08.2025			
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:			
	Chandan Dansana	SDO(Elect.), TPWODL, Paikmal			

## **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- General Purpose < 110KVA consumer having consumer No. 515412050143 with connected load of 1.00 KW. That the Complainant has raised objection regarding the average bills served to him from May'2017 to Jun'2020 and an amount of Rs.31260.00 added in his bill. 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, average bills have been served to him from May'2017 to Jun'2020 and an amount of Rs.31260.00 added in his bill.
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 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. 31260.00 has been added towards penalty charges.
- ii. The respondent also agreed upon average bills served to him from May'2017 to Jun'2020 and agreed for revision of bills. However, the respondent requested the Forum to take appropriate decision as necessary.

### **Findings and observations of the Forum**

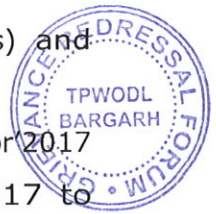
Written/verbal Submissions were made by both parties and arguments were heard at length. This Forum, after hearing the parties and going through the

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**PRESIDENT**  
Grievance Redressal Forum  
TPWODL, Bargarh-768028



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 Apr 2017 with a meter reading of "4480" of meter no. A319318. From May'2017 to Jun'2020 bills have been generated on average basis due to defective meter.
2. In the meanwhile, a new meter bearing Sl. No. LW552439 has been installed on 02-08-2020 in the premises of the complainant.
3. Regarding the amount of Rs. 31260.00 has been added in the bill, the respondent clarified that the said amount has been charged towards penalty.
4. 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,


- The average bills from Jul'2018 to Jun'2020 (Two Years) are to be revised as per the average of six consecutive billing of new meter 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.

**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.B. Sahu)  
Co-Opted Member  
Grievance Redressal Forum  
TPWODL, Bargarh-768028  
No. GRF/BGH/  
112 (3)

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

  
(B.K. Singh)  
PRESIDENT  
Grievance Redressal Forum  
TPWODL, Bargarh-768028  
Date: 13/08/2025

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](http://www.tpwesternodisha.com)- Customer Zone- Grievance Redressal Forum- BGH- GRF case No. BGH 100 of 2025.