

# 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/105/2025</b>				
2	Complainant	Name & Address:		Consumer No:		
		Bhagat Chhatar		5154-1103-1941		
		At/Po-Barpali, Paikmal		Contact No.:		
		Dist-Bargarh				
3	Respondent	Name		Division		
		SDO(Elect.), TPWODL, Paikmal		BWED, TPWODL, Bargarh.		
4	Date of Application		06.08.2025			
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		06.08.2025			
9	Date of Order		12.08.2025			
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:			
	Bhagat Chhatar		SDO(Elect.), TPWODL, Paikmal			

## **ORDER**



### **Brief Facts of the Case**

During the spot hearing at Paikmal Sub-division under Bargarh West Electrical Division camp on 06-08-2025, 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. 515411031941 with connected load of 0.11 KW. That the Complainant has raised objection regarding the average/wrong billing from Feb'2023 to Jun'2024. 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/wrong bills have been served to him from Feb'2023 to Jun'2024 due to which high billings have been done 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 also agreed upon wrong/ average billing from Feb'2023 to Jun'2024 and agreed for revision of bills and submitted PVR dated 06-08-2025. However, the respondent requested the Forum to take appropriate decision as necessary.

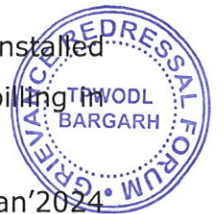
### **Findings and observations of the Forum**

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 Jan'2023 with a meter reading of "4000" of meter no. WCS01191. From Feb'2023 to Jun'2024 bills have been generated on average basis due to defective meter.



- b. In the meanwhile, a new meter bearing Sl. No. TWB301554 has been installed on 14-02-2024 in the premises of the complainant but updated in the billing in Jul'2024 with a meter reading of "186".
- c. Again, it is noted that, the respondent has already revised the bills from Jan'2024 to Jun'2024 for late updation of the meter change in the billing database.
- d. Hence, the Forum construed that, the average/wrong bills should be revised.



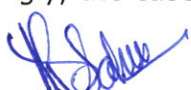
### **Directions of the forum**


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


1. The average bills from Feb'2023 to Dec'2023 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
2. Any adjustments done during the revision period are also to be taken in to consideration.
3. 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.

  
**Co-Opted Member**  
**(P. Das)**  
**Grievance Redressal Forum**  
**TPWODL, Bargarh-768028**

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

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

No. GRF/BGH/ 107 (3)

Date: 12.08.2025

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 105 of 2025.