

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/111/2025			
2	Complainant	Name & Address:		Consumer No:	
		Khem Chand Sharma		5121-2421-0136	
		At-Saharapada, Near Hanuman Mandir,		Contact No.:	
		W.N-5, Bargarh		9437052177	
3	Respondent	Name		Division	
		SDO(Elect.), TPWODL, Bargarh		BED, TPWODL, Bargarh.	
4	Date of Application	12.08.2025			
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	12.08.2025			
9	Date of Order	01.09.2025			
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:		
	Khem Chand Sharma		SDO(Elect.), TPWODL, Bargarh-I		

PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028

ORDER



Brief Facts of the Case

During the spot hearing at SDO-I Bargarh Electrical Sub-division under Bargarh Electrical Division camp on 12-08-2025, the complainant appeared before the Forum whereas SDO-I 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. 512124210136 with connected load of 3.00 KW. That the Complainant has raised objection regarding the abnormal/ average bills served to him from Oct'2021 to Sep'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, abnormal/ average consumption bills have been served to him from Oct'2021 to Sep'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 submitted the PVR dated 18-08-2025 mentioning the meter reading as "15890" KWH of meter no. TWSP51048502 with a written submission of SDO Bargarh I received on 21-08-2025.
- ii. The respondent also submitted that the meter bearing Sl. No. TWSP51048502 was changed on 20-10-2023 but reflected in the billing database in Jun'2024. Bill revision for delay meter updating has already been done from Sep'2023 to Jan'2024 and which shows a debit amount of Rs.32275.44 as per FG data.
- iii. The respondent also agreed upon abnormal/ average consumption bills from Oct'2021 to Sep'2024 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:

- a. That the complainant has been given power supply with installation of a meter bearing sl. No. WESCO252884 and bills on actual meter readings have been served up to Sep'2021 with a monthly average consumption of 167 units (Avg. from Apr'2018 to Sep'2021).
- b. From Oct'2021 to Aug'2023, provisional/average bills have been served and from Oct'2023 to Jan'2024, "0" consumption bills have been served.
- c. In the meanwhile, a new meter bearing Sl. No. TWSP51048502 has been installed on 20-10-2023 in the premises of the complainant but reflected in the billing database in Jun'2024 with a meter reading of "9546". It is also noted from the billing that the bill for the month of Jun'2024 has been served with "3755" units for a period of 4 months from Mar'2024 to Jun'2024 and house lock adjustment has been given as per the period of billing. Again, it is also noted that, from Jul'2024 to Sep'2024, bills have been served @ 2076 units, 500 units and 713 units respectively which seems abnormal.
- d. It is also noted from the billing that, a bill revision has been done and an amount of Rs.32275.44 has been added in the bill for delay meter updating from 20-10-2023 to 13-05-2024 covering the period for the month of Mar'2024 and Apr'2024 which has already been billed in the month of Jun'2024 resulting in double billing for Mar'2024 and Apr'2024.
- e. It is noted by the Forum that, from the date of meter change to Sep'2024, the meter has recorded a monthly average consumption of 1070 units (12835/12) whereas the average monthly consumption from Oct'2024 to Jul'2025 (After Disputed period) has been recorded by the meter is 282 units only which implied that the meter has been changed before Oct'2023 and consumption recorded in the meter has been adjusted in two three months.
- f. In view of this, the respondent has been asked to submit the meter change protocol sheet, but the respondent could not produce any document for change of meter.

- g. Therefore, it is decided by the Forum that the abnormal/average bills should be revised.



Directions of the forum

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

- The abnormal/ average bills served to him from Oct'2022 to Sep'2024(Two Years) are to be revised as per average of consumption of meter no. TWSP51048502 from Oct'24 onwards (as mentioned above in point "e" of "Findings and Observations") as per Section 155 and 157 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.
- Bill revision amount of Rs.32275.44 done from 20-10-2023 to 13-05-2024 is to be withdrawn.
- 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
No. VGRF/BGH/ garh-768028
1259


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


(B.K. Singh)
PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028
Date: 01.09.2025

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 111 of 2025.