

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/112/2025				
2	Complainant	Name & Address:		Consumer No:		
		Anil Kumar Ota		5121-2428-0060		
		At-Laxmi Campus,Bhatli Chowk,		Contact No.:		
		Bargarh		7978764344		
3	Respondent	Name		Division		
		SDO(Elect.), TPWODL, Bargarh-I		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:			
	Anil Kumar Ota Represented by Tikeswar Meher		SDO(Elect.), TPWODL, Bargarh-I			

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- General Purpose < 110 KVA consumer having consumer No. 512124280060 with connected load of 0.50 KW. That the Complainant has raised objection regarding the abnormal bills served to him from May'2022 to Apr'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 consumption bills have been served to him from May'2022 to Apr'2024 due to which high billings have been done 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 18-08-2025 mentioning the meter reading as "3020" KWH of meter no. TWSP51136960 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 03-06-2024 after receiving the complaint from the consumer regarding accuracy of the meter.
- iii. The respondent also agreed upon high consumption bills from May'2022 to Apr'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. 1978788 and bills on actual meter readings have been served up to Apr'2022 with a monthly average consumption of 105 units (Avg. from Apr'2018 to Apr'2022). From May'2022 to Apr'2024, bills have been raised on actual meter readings with a monthly average consumption of 578 units which is disputed by the complainant.
- b. After receiving the complaint from the consumer regarding accuracy of the meter a new meter bearing Sl. No. TWSP51136960 has been changed in the premises of the complainant. It is to be noted here that no meter testing has been done by the respondent regarding accuracy of the meter and a new meter has been changed with a remark that old meter was defective.
- c. It is noted by the Forum that, from the date of new meter change to Jul'2025, the meter has recorded a monthly average consumption of 207 units only which implied that the meter has recorded abnormal consumption during May'2022 to Apr'2024.
- d. Therefore, it is decided by the Forum that the bills from May'2022 to Apr'2024 should be revised.

Directions of the forum

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

- The bills served to the complainant from May'2022 to Apr'2024 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.R. Sahu)
Co-opted Member
Grievance Redressal Forum
TPWODL, Bargarh-768028
126(3)


(P. Dasbhadra)
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 112 of 2025.