

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/113/2025			
2	Complainant	Name & Address:		Consumer No:	
		Ganesh Sahu		5151-0217-0929	
		At-Satlama,Barpali		Contact No.:	
		Dist-Bargarh		9348375941	
3	Respondent	Name		Division	
		SDO(Elect.), TPWODL, Barpali		BWED, TPWODL, Bargarh.	
4	Date of Application	13.08.2025			
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	13.08.2025			
9	Date of Order	03.09.2025			
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:		
	Ganesh Sahu		SDO(Elect.), TPWODL, Barpali		

B.K.
PRESIDENT

Grievance Redressal Forum
TPWODL, Bargarh-768028

ORDER



Brief Facts of the Case

During the spot hearing at ESO-Barpali of Barpali Electrical Sub-division under Bargarh West Electrical Division camp on 13-08-2025, the complainant appeared before the Forum whereas SDO- Barpali appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT- Domestic consumer having consumer No. 5151-0217-0929 with connected load of 1.00 KW. That the Complainant has raised objection regarding the high consumption bills from Jun'2021 to Dec'2022. 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, high consumption bills from Jun'2021 to Dec'2022 have been served to him 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 26-08-2025 mentioning the meter reading as "891" KWH of meter no. TWST1758734 with a written submission of SDO Barpali received on 30-08-2025.
- ii. The respondent also agreed upon high consumption bills from Jun'2021 to Dec'2022 and agreed for revision of bills. However, the respondent requested the Forum to take appropriate decision as necessary.


PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028

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 on 10-08-2017 with installation of a meter bearing sl. No. WLT002267 and bills on actual meter readings have been served up to Apr'2018 with a monthly average consumption of 87 units. From May'2018 to May'2021 provisional/average bills have been served.
- b. In the meanwhile, a new meter bearing Sl. No. LW624795 has been installed on 21-02-2021 in the premises of the complainant but updated in the billing in Jun'2021. From Jun'2021 to Dec'2022, the bills on actual meter readings have been served with a monthly consumption of 505 units which is disputed by the complainant. Further an upward bill revision for meter change assessment has been done in Nov'2022 based on the high consumption recorded in the meter and an amount of Rs.21389.41 has been added in the bill.
- c. Again, it is noted by the Forum that the monthly average consumption recorded by the same meter bearing Sl. No. LW624795 from Jan'2023 to Apr'2024 is 72 units only.
- d. In the meanwhile, a new meter bearing Sl. No. TWST1758734 has been installed on 25-05-2024 in the premises of the complainant and it is noted by the Forum that, from the date of meter change to Jul'2025, the meter has recorded a monthly average consumption of 56 units which implied that the meter bearing Sl. No. LW624795 has been changed before Feb'2021 or meter has recorded abnormal consumption during Jun'2021 to Dec'2022.
- e. In view of this, the respondent has been asked to submit the meter change protocol sheet of meter bearing Sl. No. LW624795, but the respondent could not produce any document for change of meter.
- f. Therefore, it is decided by the Forum that the abnormal bills from Jun'2021 to Dec'2022 should be revised and the bill revision made for meter change assessment is to be withdrawn.

S. G.

PRESIDENT

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Directions of the forum



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

- The bills from Jun'2021 to Dec'2022 are to be revised as per average of six months consumption (From Jan'2023 to Jun'2023) of meter no. LW253452 as per Section 155 and 157 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.
- The bill revision amount of Rs.21389.41 for meter change assessment 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. GRF/BGH/ 133(3)


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


(B. K. Singh)
President
Grievance Redressal Forum
TPWODL, Bargarh-768028
Date: 03.09.2025

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 113 of 2025.