

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/114/2025				
2	Complainant	Name & Address:		Consumer No:		
		Bijaya Kumar Seth		5151-0216-0214		
		At-Satlama,Barpali		Contact No.:		
		Dist-Bargarh		9861344409		
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:			
	Bijay Kumar Seth		SDO(Elect.), TPWODL, Barpali			

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. 5151-0216-0214 with connected load of 1.00 KW. That the Complainant has raised objection regarding the abnormal consumption bill served to him for the month of Dec'2022 and high consumption bill from Jan'2023 to Aug'2023. 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 bill served to him for the month of Dec'2022 and high consumption bill from Jan'2023 to Aug'2023 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 "25920" KWH of meter no. LW253452 with a written submission of SDO Barpali received on 30-08-2025.
- ii. The respondent also agreed upon abnormal bill for the month of Dec'2022 and high consumption bill from Jan'2023 to Aug'2023 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 on 22-03-2002 with installation of a meter bearing sl. No. 173569 and bills on actual meter readings have been served up to Jun'2004 with a monthly average consumption of 42 units. From Aug'2004 to Dec'2020 provisional/average bills have been served.
- b. In the meanwhile, a new meter bearing Sl. No. LW253452 has been installed on 14-01-2021 in the premises of the complainant but provisional bill continues upto May'2021. In the month of Jun'2021 bill has been served with actual meter reading of "285" with a monthly average of 48 units (285/6). Again, provisional bills have been served up to Nov'2022.
- c. In the month of Dec'2022, bill of 17759 units has been served to the complainant by showing the meter reading as "18044" with a monthly consumption of 987 units (17759/18) which is very abnormal. Again, from Jan'2023 to Aug'2023 bills on actual meter readings have been served with a monthly average of 493 units which also seems abnormal comparing to previous monthly average consumptions.
- d. It is noted by the Forum that, from the date of meter change to Aug'2023, the meter has recorded a monthly average consumption of 687 units (21985/32) whereas the average monthly consumption from Sep'2023 to Jul'2025 has been recorded by the meter is 167 units only which implied that the meter has been changed before Feb'2021. Further it is noted by the Forum that the manufacturing month and year of the meter has been mentioned as Feb'2019 on the meter, but as per billing data the meter has been changed in Feb'2021 which create doubts on the date of installation of the meter.
- e. 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.
- f. Therefore, it is decided by the Forum that the abnormal bill up to Aug'2023 should be revised.


PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028



Directions of the forum

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

- The bills from Sep'2021 to Aug'23 are to be revised as per average of six months consumption (From Sep'2023 to Feb'2024) of meter no. LW253452 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.K. Sahu) Co-Opted Member Grievance Redressal Forum TPWODL, Bargarh-768028 No. GRF/BGH/ 1340	 (P. Das) Member (Finance) Grievance Redressal Forum TPWODL, Bargarh-768028	 (B.K. Singh) President Grievance Redressal Forum TPWODL, Bargarh-768028 Date: 03.09.2025
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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 114 of 2025.