

# 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/118/2025</b>				
2	Complainant	Name & Address:		Consumer No:		
		Khirasagar Naik		5124-2207-0080		
		At-Lamipali,Kumo,Bhukta		Contact No.:		
		Dist-Bargarh		9938639010		
3	Respondent	Name		Division		
		SDO(Elect.), TPWODL, Bhatli		BED, TPWODL, Bargarh.		
4	Date of Application		14.08.2025			
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		14.08.2025			
9	Date of Order		30.08.2025			
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:			
	Khirasagar Naik Represented by Dayasagar Naik		SDO(Elect.), TPWODL, Bhatli			

## **ORDER**



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

During the spot hearing at ESO-Bhukta of Bhatli Electrical Sub-division under Bargarh Electrical Division camp on 14-08-2025, the complainant appeared before the Forum whereas SDO- Bhatli appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT- Domestic consumer having consumer No. 5124-2207-0080 with connected load of 2.50 KW. That the Complainant has raised objection regarding the sundry amount of Rs.114274.84 added in his bill in the month of Oct'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, sundry amount of Rs.114274.84 added in his bill in the month of Oct'2022 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 22-08-2025 mentioning the meter reading as "1772" KWH of meter no. TWNX502781 with a written submission of SDO Bhukta(Bhatli) received on 26-08-2025.
- ii. The respondent also agreed upon the sundry amount of Rs.114274.84 added in bill of consumer in the month of Oct'2022 for delay meter updating. 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 Aug'2020 with a monthly average consumption of 67 units (Avg. from Feb'2016 to Aug'2020) with meter no. WCG24367.
- b. It is noted from the billing data that, a new meter bearing SI. No. LW226184 has been changed on 09-12-2020 and bills on actual meter readings has been served upto Jun'2021 with a meter reading of "525" with a monthly average consumption of 75 units per month.
- c. Again, from Jul'2021 to Sep'2022 provisional bills have been served with a wrong meter no. LW623997 updation which has been corrected to meter no. LW226184 again in the month of Oct'2022 with a meter reading of "20785".
- d. After that, the respondent has revised the bills from Jul'2021 to Sep'2022 for delay meter updation and an amount of Rs. 114274.84 added in bill of consumer in the month of Oct'2022 for a consumption of 19923 units for 15 months with a monthly average consumption of 1328 units which seems very abnormal.
- e. Again, after one month, the same meter bearing SI. No. LW226184 has been declared defective and provisional bills have been served from Dec'2022 to Oct'2023.
- f. In the meanwhile, a new meter bearing SI. No. TWNX502781 has been changed on 16-11-2023 in the premises of the complainant.
- g. 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 84 units only which implied that the meter bearing SI. No. LW226184 has recorded abnormal consumption during Jul'2021 to Sep'2022.
- h. Therefore, it is decided by the Forum that the bill revision done by the respondent from Jul'2021 to Sep'2022 should be withdrawn.

### **Directions of the forum**

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

- The bill revision done by the respondent from Jul'2021 to Sep'2022 for Rs. 114274.84 is to be withdrawn.
- The bills served to the complainant from Nov'2021 to Oct'2023 (Two Years) are to be revised as per the average of six consecutive billing of new meter



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**PRESIDENT**  
**Grievance Redressal Forum**  
**TPWODL, Bargarh-768028**


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  
No. GRF/BGH/ 11909

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

  
(B.K. Singh)  
PRESIDENT  
Grievance Redressal Forum  
TPWODL, Bargarh-768028  
Date: 30.08.2025

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 118 of 2025.