

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 Debendra Ranjan Sahu ... Co-Opted Member

1	Case No.	BGH/120/2026			
2	Complainant	Name & Address:		Consumer No:	
		Kanhei Meher, Bhoipada Bijepur, Dist-Bargarh		5150-0103-7530	
				Contact No.:	
		7381194217			
3	Respondent	Name		Division	
		Executive Engineer (Elect.), BWED-II, TPWODL,		BWED, TPWODL, Bargarh.	
4	Date of Application	12.03.2026			
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	12.03.2026			
9	Date of Order	16.04.26			
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:			
	Kanhei Meher Represented by Lalit Meher	SDO(Elect.), TPWODL, Bijepur			

ORDER



Brief Facts of the Case

During the spot hearing at Bijepur Electrical Sub-division under Bargarh West Electrical Division camp on 12-03-2026, the complainant appeared before the Forum whereas SDO Bijepur appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a HT- Irrigation Pumping and Agriculture consumer having consumer No. 5150-0103-7530 with connected load of 4.00 KW. That the Complainant has raised objection regarding the abnormal consumption bill served to him for the month of Jul'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 bill has been served to him for the month of Jul'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 billing abstract from Jan'2015 to Mar'2026 with a written submission received on 16-04-2026.
- ii. The respondent Submitted that, the consumer has complained regarding abnormal billing for the month of Jul'2022 i.e. for 171157 KVAH units and billing to the tune of Rs. 157961.81.
- iii. That, after due analysis of billing data it is found that, the consumer has been billed as per actual meter reading basis up to Jun'2018 with meter Sl. No. WES44084. From Jul'2018 to Jun'2022 provisional/average bills have been served. The bill of Jul'2022 has been generated on actual meter reading basis of 171157 units with proper provisional bills adjustment.



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, as submitted by the respondent, the billing for the month of Jul'2022 (covering the period from Jul'2018 to Jul'2022 of 49 months) has been done as per actual meter reading of meter no. WES44084.
- b. Again, it is noted by the Forum that, the complainant has been billed with a monthly average consumption of 205 units from Nov'2014 to Jun'2018 with meter no. WES44084 whereas it is noted that the monthly average consumption recorded from Jul'2018 to Jul'2022 with the same meter is 3493 units which is much more than the previous average. Further from Aug'2022 to Dec'2022 provisional bills have been served and in Jan'2023 bill of 16319 units have been billed with a FMR of 158152.
- c. As per regulation 111(vi) of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019, it is clearly mentioned that, "In addition, meters installed in the circuit shall be tested if study of consumption pattern changes drastically from the similar months or season of the previous years or if there is consumer's complaint pertaining to a meter. The standard reference meter of better accuracy class than the meter under test shall be used for site testing of consumer meters up to 650 volts. The testing for consumers meters above 650 volts should cover the entire metering system including CTs, VTs. Testing may be carried out through NABL accredited mobile laboratory using secondary injection kit, measuring unit and phantom loading or at any accredited test laboratory and recalibrated if required at manufacturer's works." But in this case no proper steps have been taken by the respondent.
- d. Therefore, it is construed by the Forum that, the reading taken after 49 months can not be taken as actual reading without testing of the accuracy of the meter.
- e. In the meanwhile, a new meter bearing Sl. No. 10011734 has been installed on 01-02-2023 and it is noted that the monthly average consumption recorded by the new meter is 368 units only (Average from Feb'2023 to Mar'2026) which proves that the consumption recorded by the meter bearing Sl. No. WES44084 during Jul'2018 to Jul'2022 is not correct.


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 provisional/abnormal bills from Feb'2021 to Jan'2023 (Two Years) 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
No. GRF/BGH/


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


(B.K. Singh)
President
Grievance Redressal Forum
TPWODL, Bargarh-768028
Date: 16.04.26

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 120 of 2026.