

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/121/2025			
2	Complainant	Name & Address:		Consumer No:	
		Hemanta Kumar Pradhan		5153-0304-0225	
		At/Po-Ghenss		Contact No.:	
		Dist-Bargarh		9778317756	
3	Respondent	Name		Division	
		SDO(Elect.), TPWODL, Ghens		BWED, TPWODL, Bargarh.	
4	Date of Application	18.08.2025			
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	18.08.2025			
9	Date of Order	19.09.2025			
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:		
	Hemanta Kumar Pradhan		SDO(Elect.), TPWODL, Ghenss		

ORDER



Brief Facts of the Case

During the spot hearing at SDO Ghenss under Bargarh West Electrical Division camp on 18-08-2025, the complainant appeared before the Forum whereas SDO- Ghenss appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT- Domestic consumer having consumer No. 5153-0304-0225 with connected load of 3.00 KW. That the Complainant has raised objection regarding wrong meter change and the abnormal consumption bill served to him for the month of Sep'24 and regarding the sundry amount of Rs.24225.21 added in his bill in the month of May'2025. 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, wrong meter change has been done and high consumption bill has been served to him for the month of Sep'24 and an amount of Rs.24225.21 added in his bill in the month of May'2025 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 13-09-2025 received on 17-09-2025 mentioning that the present KWH is "7080" of meter no. 30008902.
- ii. The respondent also submits that the consumer is availing power supply by meter no. 30008902 and no physical meter change activity has been carried out at site for this consumer. The meter change activity has been mistakenly updated in FG due to wrong data provided by MMG BA.

- iii. The respondent also agreed upon high consumption bill in Sep'2024. 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 15-05-2000 without meter and later on a meter bearing sl. No. 818263 was installed in Jan'2004 and bills on actual meter readings have been served up to Nov'2023 with a monthly average consumption of 34 units. From Dec'2023 to May'2024 provisional/average bills have been served. From Jun'2024 to Aug'2024 bills on actual meter readings have been served with a wrong meter change data as mentioned by the respondent in his PVR.
- b. Again, a new meter bearing Sl. No. 30008902 has been installed on 03-07-2024 which has been updated in Sep'2024 and bill for the month of Sep'2024 has been served @ 3531 units with a meter reading of "3564". It is noted by the Forum that from the date of meter change to the updation of meter change data in the billing, the monthly average recorded by the meter is 1188 units per month (3564/3) which creates doubt on the date of meter change.
- c. In view of this, the respondent was asked to submit the meter change protocol sheet, but the respondent could not produce any document for change of meter. From Oct'2024 to Aug'2025 bills have been served on actual meter readings with a monthly average of 316 units which means that the meter bearing Sl. No. 300008902 has been changed much before the date 03-07-2024 as mentioned in the billing data.
- d. Again, the respondent has revised the bills from 30-12-2023 to 03-07-2024 (186 Days) for meter change assessment by taking the average consumption from 04-07-2024 to 05-01-2025 and an amount of Rs. 24225.21 added in bill of consumer in the month of May'2025 which is wrong as the date of meter installation is not correct. The respondent has charged a balance of 4166 units for 186 days showing the total monthly consumption of around 700 units, which is also more than double of the present monthly consumption.

- e. Therefore, it is decided by the Forum that the provisional / average / abnormal bills from Dec'2023 to Sep'2024 should be revised and the revision for defective period meter change assessment is also to be withdrawn.



Directions of the forum

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

- The bills from Dec'2023 to Sep'2024 is to be revised as per the average of six consecutive billing of new meter (from Oct'2024 onwards) as per Section 155 and 157 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.
- The revision amount of Rs. 24225.21 added in bill of consumer in the month of May'2025 is also 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


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


(B.K. Singh)
President
Grievance Redressal Forum
TPWODL, Bargarh-768028
Date: 19.09.2025

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 121 of 2025.