

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/122/2025			
2	Complainant	Name & Address:		Consumer No:	
		Sib Sankar Bania		5153-0301-1264	
		At-Sanimal,Ghenss		Contact No.:	
		Dist-Bargarh		9777399087	
3	Respondent	Name		Division	
		SDO(Elect.), TPWODL, Ghenss		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:		
	Sib Sankar Bania		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. 5153-0301-1264 with connected load of 0.50 KW. That the Complainant has raised objection regarding the abnormal consumption bill served to him for the month of May'23. 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 May'23 due to which high billings have been done 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.

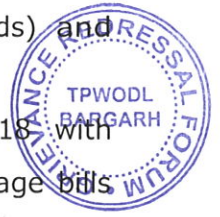
2. Reply Submission of the Respondent:

- i. The respondent submitted the PVR dated 26-08-2025 received on 10-09-2025 mentioning that the present KWH is "2279" of meter no. TWSP51021569.
- ii. The respondent also agreed upon high consumption bill in May'2023. 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 10-12-2018 with installation of a meter bearing sl. No. WM456150 but provisional/average bills have been served upto Mar'2020. A new meter bearing Sl. No. LW458805 has been installed on 09-11-2019 and bills on actual meter readings have been served up to Sep'2021 with a monthly average consumption of 26 units. From Oct'2021 to Apr'2023 provisional/average bills have been served.
- b. In the month of May'2023 bill has been served with a consumption of 8642 units with a meter reading of 9245 with a monthly average consumption of 432 units (8642/20) which is disputed by the consumer.
- c. It is noted by the Forum that next month the same meter bearing Sl. No. LW458805 has been declared defective which leads the Forum to doubt on the accuracy of the meter and consumption recorded in May'2023.
- d. Again, a new meter bearing Sl. No. TWSP51021569 has been changed on 13-07-2023. It is noted by the Forum that, from the date of meter change to Jul'2023, the meter has recorded a monthly average consumption of 88 units (2281/26) whereas the average monthly consumption from Oct'2021 to May'2023 has been recorded by the meter no. LW458805 is 432 units which implied that the meter no. LW458805 has not recorded the proper consumption.
- e. It is also noted that, after meter change the billing for the month of Jun'2023 has been done @519 units taking the higher average units of previous billing despite the meter reading of the new meter has been recorded as "77", which also needs revision.
- f. Therefore, it is decided by the Forum that the provisional/abnormal bills from Oct'2021 to Jun'2023 should be revised.

Directions of the forum

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

- The bills from Oct'2021 to Jun'2023 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.

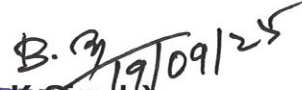


The Opposite party is directed to submit the compliance report to this Forum within one month from the date of issue of this order.

Accordingly, the case is disposed of.


(D. R. Sahu)ber
Co-Opted Member
TPWODL, Bargarh-768028
No. GRF/BGH/ 143(3)


(P. Dasgupta)
Co-Opted Member (Finance)
TPWODL, Bargarh-768028


(B. K. Singh)
President
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 122 of 2025.