

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/123/2025			
2	Complainant	Name & Address:		Consumer No:	
		Jhasketan Padhan		5153-0309-0958	
		At-Kuamania, Kuchipali, Ghenss		Contact No.:	
		Dist-Bargarh		8456863078	
3	Respondent	Name		Division	
		SDO(Elect.), TPWODL, Barpali		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:		
	Jhasketan Padhan		SDO(Elect.), TPWODL, Ghenss		

(Signature)

PRESIDENT

Grievance Redressal Forum
TPWODL, Bargarh-768028

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. 5153-0309-0958 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 Feb'24. 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 Feb'24 due to which high billings have been done 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 26-08-2025 received on 10-09-2025 mentioning that the present KWH is "856" of meter no. TWB304256.
- ii. The respondent also agreed upon high consumption bill in Feb'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 13-02-2020 with installation of a meter bearing sl. No. WESCO9206409 and bills on actual meter readings have been served up to Dec'2022 with a monthly average consumption of 21 units. From Jan'2023 to Jan'2024 provisional/average bills have been served.
- b. In the meanwhile, it has been mentioned in the billing data that, a new meter bearing Sl. No. 1962034 has been installed on 12-05-2020 when the billing was being done as per actual meter reading of meter no. WESCO9206409. The meter no. 1962034 was updated in Feb'2024 with a meter reading of "7496" and billing for the month of Feb'2024 has been done with 6776 units which is disputed by the consumer.
- 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 Mar'2024 to Jul'2024 bills have been served on actual meter readings and from Aug'2024 to Sep'2024 provisional/ average bills have been served declaring the meter as defective which creates doubt on the accuracy of the meter.
- d. Again, a new meter bearing Sl. No. TWB304256 has been changed on 21-10-2024. It is noted by the Forum that, from the date of meter change to Jul'2025, the meter has recorded a monthly average consumption of 81 units (813/10) whereas the average monthly consumption from May'2020 to Feb'2024 has been recorded by the meter no. 1962034 is 163 units only which implied that the meter no. 1962034 has not recorded the proper consumption.
- e. Therefore, it is decided by the Forum that the abnormal bill for Feb'2024 should be revised.

Directions of the forum

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

- The bill for the month of Feb'2024 is 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.


Co-Opted Member
 Grievance Redressal Forum
 TPWODL, Bargarh-768028
 No. GRF/BGH/ 144(3)


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


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 123 of 2025.