

CONSUMER GRIEVANCE REDRESSAL FORUM

ELECTRICAL CIRCLE, BARGARH

First Floor, Raymond Building, Bandutikra Chowk, Bargarh-768028

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Present:

Sri B.K.Singh	...	President
Sri Pulakesh Dasbhaya	...	Member (Finance)
Sri D.R Sahu	...	Co-Opted Member

1	Case No.	BGH/132/2025			
2	Complainant	Name & Address:		Consumer No:	
		Padmabati Chhand		5125-2103-1628	
		Hiromunda,Barpadar,Bheden		Contact No.:	
		Dist-Bargarh		9439945710	
3	Respondent	Name		Division	
		SDO(Elect.), TPWODL, Bheden		BED, TPWODL, Bargarh.	
4	Date of Application		20.08.2025		
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		20.08.2025		
9	Date of Order		02.09.2025		
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:		
	Padmabati Chhand Represented by Suresh Ku. Chhand		SDO(Elect.), TPWODL, Bheden		

ORDER



Brief Facts of the Case

During the spot hearing at ESO-Bheden of Bheden Electrical Sub-division under Bargarh Electrical Division camp on 20-08-2025, the complainant appeared before the Forum whereas SDO- Bheden appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT- Domestic consumer having consumer No. 5125-2103-1628 with connected load of 1.00 KW. That the Complainant has raised objection regarding the bill served to him for the month of Jun'2024 @ 1520 units. 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, the bill served to him for the month of Jun'2024 @ 1520 units resulted to accumulation of arrear. He also submits that an old meter was installed in his house with a meter reading of 1200 units.
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 power supply has been given in Oct'2021 with installation of meter but in database power supply release date is 16-06-2024."
- ii. The respondent agreed upon wrong power supply date and agreed for revision of bills. 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:



- That, the power supply was given to the complainant on 16-06-2024 (As per PG database) and first bill generated for the month of Jun'2024 @ 1520 units on actual meter reading basis of meter no. 2431285 which is disputed by the complainant.
- As per submission of the complainant, an old meter was installed at his premises which already have reading of 1200 units but could not produce any substantial evidence.
- As per submission made by SDO Bheden dated 26-08-2025, the power supply availed by the consumer in Oct'2021 with installation of a new meter. But the first bill generated in Jun'2024 and the total consumption up to Jun'2024 has been billed in one month. But SDO, Bheden could not produce any substantial evidence in this regard.
- Therefore, it is decided by the Forum that, the bill for the month of Jun'2024 is to be revised as per the average of six consecutive billing (i.e. from Jul'24 to Dec'24) as per Section 155 and 157 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.

Directions of the forum

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

- The energy bill for the month of Jun'2024 is to be revised as per the average of six consecutive billing (i.e. from Jul'24 to Dec'24) 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
(D.R. Samal)
Grievance Redressal Forum
TPWODL, Bargarh-768028


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


President
(B.K. Singh)
Grievance Redressal Forum
TPWODL, Bargarh-768028
Date: 02.09.2025

No. GRF/BGH/
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 132 of 2025.