

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/141/2025			
2	Complainant	Name & Address:		Consumer No:	
		Ritanjali Sahu		5153-1409-0148	
		At-Kangaon, Sohela		Contact No.:	
		Dist-Bargarh		8328850242	
3	Respondent	Name		Division	
		SDO(Elect.), TPWODL, Sohela		BWED, TPWODL, Bargarh.	
4	Date of Application	04.09.2025			
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	04.09.2025			
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:		
	Ritanjali Sahu Represented by Bibekananda Sahu		SDO(Elect.), TPWODL, Sohela		

B.K.

PRESIDENT

Grievance Redressal Forum
TPWODL, Bargarh-768028

ORDER



Brief Facts of the Case

During the spot hearing at ESO-Sohela of Sohela Electrical Sub-division under Bargarh West Electrical Division on 04-09-2025, the complainant appeared before the Forum whereas SDO- Sohela appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT- Domestic consumer having consumer No. 5153-1409-0148 with connected load of 1.00 KW. That the Complainant has raised objection regarding the sundry amount of Rs.105945.23 added in his bill in the month of Aug'2023. 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, sundry amount of Rs. 105945.23 added in his bill in the month of Aug'2023 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 05-09-2025 mentioning the meter reading as "5233" KWH of meter no. TWB162176 with a written submission of SDO Sohela received on 15-09-2025.
- ii. The respondent also agreed upon the sundry amount of Rs. 105945.23 added in bill of consumer in the month of Aug'2023 for delay meter updating. However, the respondent requested the Forum to take appropriate decision as necessary.


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Grievance Redressal Forum
TPWODL, Bargarh-768028

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 was given power supply on 26-05-2017 with installation of a new meter bearing Sl. No. WUS27619. But from the date of power supply provisional/average bills have been served.
- b. It is noted from the billing data that, a new meter bearing Sl. No. LW614046 was changed on 06-09-2021 but updated in the billing in Aug'2023 with a meter reading of "20146" with an average consumption of 839 units per month. The bill on actual meter reading served for the month of Aug'2023. It is also noted by the Forum that the manufacturing month/year of the meter bearing Sl. No. LW614046 is 11/2019 and installed in Sep'2021 almost after two years. For confirmation of date of meter change, the respondent was asked to submit the meter change protocol sheet, but respondent was unable to produce before the Forum.
- c. After that, the respondent has revised the bills from Aug'2021 to Jul'2023 for delay meter updation and an amount of Rs. 105945.23 added in bill of consumer in the month of Aug'2023 for a consumption of 19044 units for 23 months with a monthly average consumption of 828 units which seems very abnormal.
- d. Again, from Sep'2023 to Jul'2024 bills on actual meter readings have been served with have been served with an average consumption of 700 units per month and declared defective from Aug'2024.
- e. In the meanwhile, a new meter bearing Sl. No. TWB162176 has been changed on 05-10-2024 in the premises of the complainant.
- f. It is noted by the Forum that, from the date of new meter change to Aug'2025, the meter has recorded a monthly average consumption of 476 units only which implied that the meter bearing Sl. No. LW614046 has recorded abnormal consumption based on which bill revision has been done.
- g. It is also noted here by the Forum that, not a single bill on Actual meter reading has been served to the complainant for more than six years from May'2017 to Jul'2023 and first bill on actual meter reading has been served with a debit amount of Rs. 105945.23 which is a gross negligence on the part of the respondent.


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- h. Therefore, it is decided by the Forum that the bill revision done by the respondent from Aug'2021 to Jul'2023 should be withdrawn.



Directions of the forum

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

- The bill revision done by the respondent from Aug'2021 to Jul'2023 for Rs. 105945.23 is to be withdrawn.
- The bills served to the complainant from Oct'2022 to Sep'2024 (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


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


(B.K. Singh)
PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028

No. GRF/BGH/ 148(3) 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 141 of 2025.