

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/142/2025				
2	Complainant	Name & Address:			Consumer No:	
		Sanyasi Suna			5122-2502-0244	
		At-Nunia Jampali, Attabira			Contact No.:	
		Dist-Bargarh			8984917926	
3	Respondent	Name			Division	
		SDO(Elect.), TPWODL, Attabira			BED, TPWODL, Bargarh.	
4	Date of Application		08.09.2025			
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		08.09.2025			
9	Date of Order		23.10.2025			
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:			
	Sanyasi Suna		SDO(Elect.), TPWODL, Attabira			

PRESIDENT
 Grievance Redressal Forum
 TPWODL, Bargarh-768028

ORDER



Brief Facts of the Case

During the spot hearing camp at ESO-Godbhaga of Attabira Electrical Sub-division under Bargarh Electrical Division on 08-09-2025, the complainant appeared before the Forum whereas SDO- Attabira appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT- Domestic consumer having consumer No. 5122-2502-0244 with connected load of 1.00 KW. That the Complainant has raised objection regarding the high consumption billing from May'2023 to Feb'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, high consumption bill has been served to him from May'2023 to Feb'2025 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 also agreed upon high consumption bill from May'2023 to Feb'2025 and agreed for revision of bills and submitted PVR on 16-10-2025. 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:

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- a. That the complainant has been given power supply prior to 01-01-1990 and provisional/average billing have been done up to Jul'2023 except in some months bills on actual meter readings have been served.
- b. In the meanwhile, a new meter bearing Sl. No. TPWODL1040340 has been installed on 24-05-2023 in the premises of the complainant and bills on actual meter readings have been served up to Feb'2025 with a monthly average of 700 units per month which is disputed by the complainant.
- c. It is also noted by the Forum that during the period of May'2023 to Feb'2025 in some months abnormal consumption has been recorded by the meter like 2240 units in Jul'2024, 2168 units in Dec'2024 and 2394 units in Feb'2025. It is also noted from the PVR submitted by the respondent, the total load of the connection is 533 watts only. Therefore, it is construed that the consumption recorded by the meter bearing Sl. No. TPWODL1040340 is abnormal.
- d. On complain, the respondent has installed a new meter bearing Sl. No. TWST15012608 on 07-04-2025 and bills on actual meter readings have been served with a monthly average consumption of 149 units which seems normal as per connected load.
- e. Hence, the Forum construed that, the bills from May'2023 to Feb'2025 should be revised.

Directions of the forum

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

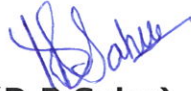
1. The bills from May'2023 to Feb'2025 are to be revised as per the average of six consecutive billing of new meter as per Section 155 and 157 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.
2. Any adjustments done during the revision period are also to be taken in to consideration.
3. 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.


PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028

Accordingly, the case is disposed of.




(D.R. Sahu)
Co-Opted Member
Grievance Redressal Forum
TPWODL, Bargarh-768028


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


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

No. GRF/BGH/ 169⁽³⁾

Date: 23.10.2025

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: Bhoynagar, 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 142 of 2025.