

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/143/2025			
2	Complainant	Name & Address:		Consumer No:	
		Satyaban Bariha		5122-0308-0775	
		At-Lahandajharei, Godbhaga		Contact No.:	
		Dist-Bargarh		9040107292	
3	Respondent	Name		Division	
		SDO(Elect.), TPWODL, Atabira		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	28.09.2025			
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:		
	Satyaban Bariha		SDO(Elect.), TPWODL, Atabira		

B.K.

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. 5122-0308-0775 with connected load of 1.00 KW. That the Complainant has raised objection regarding the high consumption billing for the month of Mar'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 for the month of Mar'2025 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 also agreed upon high consumption bill for the month of Mar'2025 and agreed for revision of bills and submitted PVR dated 08-08-2025 received on 22-09-2025. 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:

- a. That the complainant has been given power supply on 17-03-2025 with installation of meter bearing Sl. No. 1062190 and bill for the month of Mar'2025 has been served on actual meter reading basis @11608 units which is disputed by the complainant.
- b. It is also noted that the same meter has been declared defective after two months with a meter reading of 11610 with an advance reading of only 2 units. Therefore, it is construed that the meter was not recording proper consumption.
- c. In the meanwhile, a new meter bearing Sl. No. TWST15086369 has been installed on 15-07-2025 in the premises of the complainant.
- d. Hence, the Forum construed that, the bills from Mar'2025 to May'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 Mar'2025 to May'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 28-02-2026.

Accordingly, the case is disposed of.


(D.P. Sahu)
Co-opted Member
Grievance Redressal Forum
TPWODL, Bargarh-768028
No. GRF/BGH/ 160(3)


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


(B.K. Singh)
PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028
Date: 23.09.2025

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 143 of 2025.