

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/144/2025				
2	Complainant	Name & Address:		Consumer No:		
		President Maa Panrapat Pani Panchayat		5120-0116-0331		
		At-Lahanda, Godbhaga		Contact No.:		
		Dist-Bargarh		9777835222		
3	Respondent	Name		Division		
Executive Engineer (Elect.), BED, Bargarh, TPWODL		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		08.09.2025			
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:			
	President, Maa Panrapat Pani Panchayat Represented by M.Venkateswar		SDO(Elect.), TPWODL, Atabira			

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-IRRIGATION PUMPING AND AGRICULTURE consumer having consumer No. 512001160331 with connected load of 15.00 HP. That the Complainant has raised objection regarding high average billing from Aug'2018 to Oct'2022. 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 average billing has been done from Aug'2018 to Oct'2022 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 average billing from Aug'2018 to Oct'2022 and agreed for revision of bills and submitted PVR dated 08-08-2025 received on 22-09-2025 mentioning that "the power supply of the consumer is disconnected". 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 10-12-2016 with installation of meter bearing Sl. No. WES50870 and bills on actual meter readings have been served up to Jul'2018. From Aug'2018 to Oct'2022 provisional/average billing has been done.
- b. In the meanwhile, a new meter bearing Sl. No. TWST15086369 has been installed on 08-12-2022 in the premises of the complainant and bills on actual meter readings have been served up to Jun'2023. From Jul'2023, only fixed charge bills have been generated till date.
- c. Hence, the Forum construed that, the provisional/average bills 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 Nov'2020 to Oct'2022 (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
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.

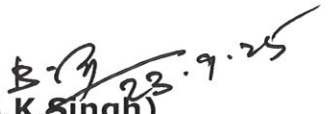
Accordingly, the case is disposed of.


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

No. GRF/BGH/

1613


(P. Dasbhaya)
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 144 of 2025.