

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/151/2025				
2	Complainant	Name & Address:		Consumer No:		
		Sebati Khamari		5125-2301-0177		
		At-Dalab,Khuntlipali		Contact No.:		
		Bheden,Dist-Bargarh		9348452707		
3	Respondent	Name		Division		
		SDO(Elect.), TPWODL, Bheden		BED, TPWODL, Bargarh.		
4	Date of Application		10.09.2025			
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		10.09.2025			
9	Date of Order		08.10.2025			
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:			
	Sebati Khamari Represented by Shiba Prasad Khamari		SDO(Elect.), TPWODL, Bheden			

ORDER



Brief Facts of the Case

During the spot hearing camp at ESO-Khuntulipali of Bheden Electrical Sub-division under Bargarh Electrical Division on 10-09-2025, 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. 5125-2301-0177 with connected load of 2.50 KW. That the Complainant has raised objection regarding the abnormal consumption bills served to him for the month of Jan'2021. 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 Jan'2021 due to which high billings have been done resulted to accumulation of arrear.
2. He further submits that; the meter bearing Sl. No. LW217862 has been installed in Dec'2018 but has been updated late in the billing.
3. He further submits that; he had made verbal complain to the respondent about the erroneous bill.
4. He also requested the Forum to revise the bills.

2. Reply Submission of the Respondent:

- i. The respondent submitted the PVR dated 23-09-2025 mentioning the meter reading as "3546" KWH of meter no. TWST1726292 with a written submission of SDO Bheden received on 04-10-2025.
- ii. The respondent also agreed upon abnormal bill for the month of Jan'2021 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 complainant has been billed on actual meter readings up to May'2015 with a meter reading of "6010" of meter no. WESCO244952. From Jun'2015 to Jan'2020 provisional/average bills have been generated. In the month of Feb'2020, a new meter change bearing Sl. No. LW217862 has been updated with a meter change date of 28-12-2018 with a meter reading of "729". From Mar'2020 to Dec'2020 bills on actual meter readings have been done with a monthly average of 269 units. In the month of Jan'2021 bill on actual meter reading has been served with a consumption of 3705 units showing the meter reading as "7126" which is disputed by the complainant. It is also noted that the bills from Feb'2021 to Apr'2024 has been served on actual meter readings with a monthly average of 183 units. Again, it is noted that, the respondent has already revised the bill from Dec'2018 to Dec'2022 for late updation of meter and suppress meter readings.
- In the meanwhile, a new smart meter bearing Sl. No. TWST1726292 has been installed on 14-05-2024. It is again noted that, the monthly average consumption recorded in the new meter from May'2024 to Aug'2025 is 203 units which implies that the monthly average consumption of the complainant is around 200 units.
- Therefore, it is construed by the Forum that the meter reading recorded while updation of meter no. LW217862 in the month of Feb'2020 as 729 was wrong which shows the monthly average consumption of 49 units only (Dec'18 to Feb'20) and also bills from Mar'2020 to Dec'2020 were served on wrong meter reading basis.
- It is also submitted by the respondent that bill revision has already been done by spreading the meter reading from Dec'2018 to Dec'2022 with a monthly consumption of 222 units and an amount of Rs.23634.39 has been deducted from the bill of the complainant.


PRESIDENT

Grievance Redressal Forum
TPWODL, Bargarh-768028



Directions of the forum

After observing the facts and records, the Forum Construed that, as the bill has already been revised by the respondent, the Forum is constraint to pass any order in respect of the grievance petition of the complainant.

Hence the instant case is hereby dropped.


(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
Date: 08.10.2025

No. GRF/BGH/ 164⁽³⁾

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 151 of 2025.