

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 Debendra Ranjan Sahu	...	Co-Opted Member

1	Case No.	BGH/151/2026			
2	Complainant	Name & Address:			Consumer No:
		Okil Thaty			5123-2213-0107
		At-Kuruan,Tora			Contact No.:
		Dist-Bargarh			9348132431
3	Respondent	Name			Division
		SDO(Elect.), TPWODL, Bargarh-II			BED, TPWODL, Bargarh.
4	Date of Application		19.03.2026		
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		19.03.2026		
9	Date of Order		04.05.26		
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:		
	Okil Thaty Represented by Subash Chandra Thaty		SDO(Elect.), TPWODL, Bargarh-II		



ORDER

Brief Facts of the Case

During the spot hearing at SDO-II Bargarh Electrical Sub-division under Bargarh Electrical Division camp on 19-03-2026, the complainant appeared before the Forum whereas SDO- II Bargarh appeared as respondent before the Forum. Brief facts pertaining to the case are that the Complainant is a LT- Domestic consumer having consumer No. 5123-2213-0107 with connected load of 1.00 KW. That the Complainant has raised objection regarding the abnormal bill served to him for the month of Nov'2018. 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, abnormal bill of Rs.52368.98 has been served to him for the month of Nov'2018 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 08-04-2026 mentioning the meter reading as "380" KWH of meter no. TWSP51091266 and load verification report with a total load of 1.30 KW.
- ii. The respondent also agreed upon abnormal bill for the month of Nov'2018 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:

- a. That the complainant has been given power supply on 01-01-1990 with installation of a meter bearing sl. No. A9899901 and bills on actual meter reading basis have been served up to Mar'2004 with a monthly average consumption of 45 units. Again, it is noted by the Forum that bills from Apr'2004 to Jan'2012 have been raised on actual meter reading basis with a monthly average consumption of 110 units with meter no.1935305. Again, a new meter bearing Sl. No. WES19295 was been installed in Feb'2014 and bills on actual meter reading basis have been raised up to Sep'2018 with a monthly average consumption of 114 units.
- b. The bill for the month of Oct'2018 has been served @ 1247 units and bill for the month of Nov'2018 has been served @ 8903 units which is very high consumption for a 1.0 KW Domestic load and also the load has been certified by the respondent in his PVR. After that the meter has been declared defective and provisional/average bills have been raised from Dec'2018 to Oct'2023.
- c. In the meanwhile, a new meter bearing Sl. No. TWSP51091266 has been installed on 25-11-2023 in the premises of the complainant and it is noted by the Forum that the average monthly consumption recorded in the new meter is 15 units only which shows that the consumption recorded in meter no. WES19295 in Oct'2018 and Nov'2018 was abnormal.
- d. In view of this, the respondent has been asked to submit the meter change protocol sheet, but the respondent could not produce any document for change of meter.
- e. Therefore, it is decided by the Forum that the abnormal/average bills should be revised.

Directions of the forum

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

- The abnormal / provisional bills served to him from Oct'2018 to Sep'2020 (Two Years) are to be revised as per average of six months

consumption 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.

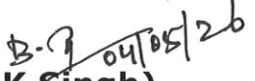


The Opposite party is directed to submit the compliance report to this Forum within one month from the date of issue of this order.

Accordingly, the case is disposed of.


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


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


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

No. GRF/BGH/ 169⁰¹

Date: 04.05.26

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 2026.