

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/153/2025			
2	Complainant	Name & Address:		Consumer No:	
		Kanaka Mishra		5121-2305-0149	
		At-Subash Nagar,Bargarh		Contact No.:	
		Dist-Bargarh		7008296664	
3	Respondent	Name		Division	
		SDO(Elect.), TPWODL, Bargarh-I		BED, TPWODL, Bargarh.	
4	Date of Application	12.09.2025			
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	12.09.2025			
9	Date of Order	28.10.2025			
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:		
	Kanaka Mishra Represented by Sarita Mishra		SDO(Elect.), TPWODL, Bargarh-I		

ORDER



Brief Facts of the Case

During the spot hearing camp at SDO-I Bargarh Electrical Sub-division under Bargarh Electrical Division on 12-09-2025, the complainant appeared before the Forum whereas SDO-I 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. 5121-2305-0149 with connected load of 3.00 KW. That the Complainant has raised objection regarding the abnormal bills served to him from Feb'2024 to till date with meter no. TWSP51140650 and the amount of Rs.65743.58 added in his bill in Jun'2025 for meter change assessment. 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 consumption bills have been served to him from Feb'2024 to till date with meter no. TWSP51140650 and the amount of Rs.65743.58 added in his bill in Jun'2025 for meter change assessment 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.

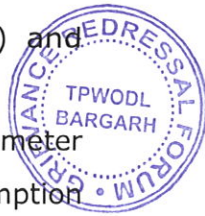
2. Reply Submission of the Respondent:

The Opposite party couldn't submit any document in this case.

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 and bills on actual meter readings have been served up to Sep'2021 with a monthly average consumption of 68 units (Avg. from Apr'2018 to Sep'2021). From Oct'2021 to Jan'2024, bills have been raised on provisional/average basis.
- b. In the meanwhile, a new meter bearing Sl. No. TWSP51140650 has been installed on 10-03-2024. The monthly average consumption in new meter is 504 units for which the complainant raised objection regarding accuracy of the meter.
- c. Moreover, the respondent has revised the average billing period for two years as per new meter average consumption and an amount of Rs.65743.58 added in his bill in Jun'2025.
- d. As per submission of the complainant, he has already deposited the meter testing fees but no action has been taken by the respondent to address the matter.
- e. It is noted by the Forum that, as the matter of objection was accuracy of the meter, the respondent could have tested the meter first then bill revision for meter change assessment could have been done. But no proper action has been taken by the respondent till date.

Directions of the forum

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

1. The respondent is directed to install another tested meter in series to the old one immediately and comparison to be done after ten days for accuracy of the meter.
2. If the meter bearing Sl. No. TWSP51140650 is found to be defective, the meter change assessment of Rs. 65743.58 added in his bill in Jun'2025 is to be withdrawn.
3. The bills served to the complainant with meter no. TWSP51140650 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, if the said meter is declared defective.
4. Any adjustments done during the revision period are also to be taken in to consideration.
5. DPS charged on the wrong bills are also to be withdrawn.



The Opposite party is directed to submit the compliance report to this Forum for Direction No. 1 & 2 within 15 days from the date of issue of this order and for Direction No. 3 within seven months from the date of issue of this order.

Accordingly, the case is disposed of.


(D. P. 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/ 184 (3)

Date: 28.10.2025

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: 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 153 of 2025.