

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/153/2026			
2	Complainant	Name & Address:		Consumer No:	
		Dukhidhan Das		5154-1101-0407	
		At-Dudkijharia, Paikmal		Contact No.:	
3	Respondent	Name		Division	
		SDO(Elect.), TPWODL, Paikmal		BWED, TPWODL, Bargarh.	
4	Date of Application	08.04.2026			
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	08.04.2026			
9	Date of Order	21.04.26			
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:		
	Dukhidhan Das		SDO(Elect.), TPWODL, Paikmal		

ORDER



Brief Facts of the Case

During the spot hearing at Paikmal Electrical Sub-division under Bargarh West Electrical Division camp on 08-04-2026, the complainant appeared before the Forum whereas SDO- Paikmal appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT- Domestic consumer having consumer No. 5154-1101-0407 with connected load of 1.00 KW. That the Complainant has raised objection regarding the abnormal bill served to him for the month of May'2023. 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 bills have been served to him for the month of May'2023 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.

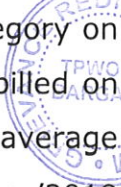
2. Reply Submission of the Respondent:

- i. The respondent submitted the PVR dated 16-04-2026 mentioning the meter reading as "10986" KWH of meter no. TWST1726068.
- ii. The respondent also agreed upon abnormal bill for the month of May'2023 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:

PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028

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- a. That the complainant has been given power supply under domestic category on 05-12-2005. It is noted by the Forum that the complainant has been billed on actual meter reading basis from Dec'2005 to Jul'2016 with a monthly average consumption of 31 units with meter no. 184982A. From Aug'2016 to Nov'2019 average/provisional bills have been served.
- b. In the meanwhile, a new meter bearing Sl. No. LW408155 has been installed on 04-12-2019 in the premises of the complainant and bills on actual meter reading basis have been served from Dec'2019 to Mar'2022 with a monthly average consumption of 66 units. From Apr'2022 to Apr'2023, provisional bills have been served and in the month of May'2023, bill @ 31752 units have been raised with a monthly average consumption of 2268 units per month which is disputed by the complainant and which shows the abnormal behaviour of the meter. In the same meter the monthly average consumption recorded from Jun'2023 to Mar'2024 is 497 units.
- c. In the meanwhile, a new meter bearing Sl. No. TWST1726068 has been installed on 07-05-2024 in the premises of the complainant. It is noted by the Forum that the monthly average consumption recorded in the new meter is 478 units (average from May'2024 to Mar'2026) which is very less in comparison to 2268 units recorded in meter LW408155 during Apr'2022 to May'2023.
- d. 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 bills raised from Apr'2022 to Mar'2024 (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

No. GRF/BGH/

123(3)

(P. Dasbhaya)

Member (Finance)

Grievance Redressal Forum
TPWODL, Bargarh-768028

(B.K Singh)

President

Grievance Redressal Forum
TPWODL, Bargarh-768028

Date: 21.04.26

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 153 of 2026.