

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/155/2026			
2	Complainant	Name & Address:		Consumer No:	
		Rasika Chouhan		5125-2213-0653	
		At-Kumurapali,Kudopali		Contact No.:	
		Thuapali,Dist-Bargarh		7608954188	
3	Respondent	Name		Division	
		SDO(Elect.), TPWODL, Bheden		BED, TPWODL, Bargarh.	
4	Date of Application	09.04.2026			
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	09.04.2026			
9	Date of Order	22.04.26			
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:			
	Rasika Chouhan	SDO(Elect.), TPWODL, Bheden			


PRESIDENT

Grievance Redressal Forum
TPWODL, Bargarh-768028

ORDER



Brief Facts of the Case

During the spot hearing camp at Bheden Electrical Sub-division under Bargarh Electrical Division on 09-04-2026, 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. 5125-2213-0653 with connected load of 1.00 KW. That the Complainant has raised objection regarding the abnormal bills served to him from Jan'2022 to Dec'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, abnormal bills have been served to him from Jan'2022 to Dec'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 submitted the PVR dated 13-04-2026 with a written submission received on 17-04-2026. The respondent also agreed upon abnormal bills from Jan'2022 to Dec'2022
- ii. 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


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Grievance Redressal Forum
TPWODL, Bargarh-768028


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 with installation of a new meter bearing SI. No. WCG22982 under domestic category on 08-05-2016. It is noted by the Forum that the complainant has been billed on actual basis up to Aug'2021 with a monthly average consumption of 28 units per month.
- b. From Sep'2021 to Mar'2022, monthly average consumption recorded in the same meter is 852 units which is disputed by the complainant. It is noted by the Forum that from Apr'2022 to Nov'2022 provisional bills have been raised as meter was defective.
- c. In the meanwhile, a new meter bearing SI. No. 300024838 has been installed on 13-01-2023 in the premises of the complainant and the monthly average consumption recorded in the meter from Jan'2023 to Jan'2024 is 49 units. Again, a new smart meter bearing SI. No. TWSP51137484 has been installed on 06-03-2024 in the premises of the complainant and it is also noted that the monthly average consumption recorded in the meter from Mar'2024 to Mar'2026 is 51 units. Therefore, it is construed by the Forum that the consumption recorded in meter no. WCG22982 from Sep'2021 to Mar'2022 is abnormal.
- d. It is also noted that, the respondent has revised the bills from Apr'2022 to Nov'2022 and an amount of Rs.21630.92 has already been deducted from the bill of the complainant in Oct'2023.
- e. Therefore, it is decided by the Forum that the abnormal bills from Sep'2021 to Mar'2022 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 Sep'2021 to Mar'2022 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.


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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.

(Handwritten signature)

(D.R Sahu)
Co-opted Member

Grievance Redressal Forum
TPWODL, Bargarh-768028
No. GRF/BGH/

128(B)

(Handwritten signature)

(P.Dasbhaya)
Member (Finance)

Grievance Redressal Forum
TPWODL, Bargarh-768028

(Handwritten signature) 22/04/26

(B.K.Singh)
PRESIDENT

Grievance Redressal Forum
TPWODL, Bargarh-768028
Date: *22.04.26*

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 155 of 2026.