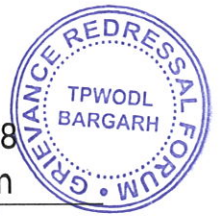


CONSUMER GRIEVANCE REDRESSAL FORUM

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/160/2025			
2	Complainant	Name & Address:			Consumer No:
		Danardan Meher			5152-0304-0212
		Pandripaani, Melchhamunda			Contact No.:
		Dist-Bargarh			8018564738
3	Respondent	Name			Division
		SDO(Elect.), TPWODL, Padampur			BWED, TPWODL, Bargarh.
4	Date of Application		09.10.2025		
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			
		42, 140, 155 & 157			
8	Date(s) of Hearing		09.10.2025		
9	Date of Order		<i>24.10.2025</i>		
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:		
	Danardan Meher Represented by Jayadev Meher		SDO(Elect.), TPWODL, Padampur		

ORDER



Brief Facts of the Case

During the spot hearing at Melchhamunda Electrical Section of Padampur Sub-division under Bargarh West Electrical Division on 09-10-2025, the complainant appeared before the Forum whereas SDO- Padampur appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT- Domestic consumer having consumer No. 5152-0304-0212 with connected load of 0.04 KW. That the Complainant has raised objection regarding high consumption bill in Sep-Oct'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, high consumption bill has been served to him for the month of Sep-Oct'2022 due to which high billings have been done 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 18-10-2025 mentioning the CMR as "4505" of meter no. 300063589 with a written submission of SDO received on 22-10-2025.
- ii. The respondent also agreed upon high consumption bill in Sep-Oct'2022. However, the respondent requested the Forum to take appropriate decision as necessary.

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PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028



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:

1. It is noted from the billing database that the complainant has been given power supply on 18-06-2013 and bills have been done up to Dec'2020 under Kutir Jyoti category. From Jan'2021 bills have been served under Domestic category and bills on actual meter readings have been served up to Aug'2022 with a monthly average consumption of 33 units per month.
2. In the billing month for Sep-Oct'2022, bill @ 1684 units has been served with a meter reading of "2454" and thereafter the same meter bearing Sl. No. LW311609 has been declared defective and a new meter bearing Sl. No. 300063589 has been changed on 09-12-2022.
3. Therefore, it is construed by the Forum that the meter bearing Sl. No. LW311609 may have recorded abnormal consumption for the billing month of Sep-Oct'2022.
4. It is also noted by the Forum that the average monthly consumption recorded by the meter for Sep-Oct'2022 is 842 units whereas the present monthly average consumption of new meter from Dec'2022 to Sep'2025 is 133 units only.
5. Therefore, it is construed by the Forum that, as there may be some error in the meter during the period from Sep-Oct'2022, the bills should be revised.

Directions of the forum

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

- The bill for the month of Sep-Oct'2022 is 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.
- 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.



PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028

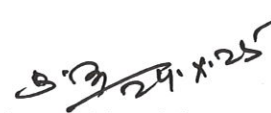


The Opposite party is directed to submit the compliance report to this Forum within one month from the date of issue of this order.

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/

175⁽³⁾

Date: 24.10.25

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 160 of 2025.