

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/162/2025					
2	Complainant	Name & Address:		Consumer No:			
		Rajendra Sahu		5152-0313-1402			
		At-Ammamunda, Jamla		Contact No.:			
		Dist-Bargarh		8256970105			
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		24.10.2025				
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:				
	Rajendra Sahu		SDO(Elect.), TPWODL, Padampur				

B.K.

PRESIDENT

**Grievance Redressal Forum
TPWODL, Bargarh-768028**

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. 515203131402 with connected load of 1.00 KW. That the Complainant has raised objection regarding the debit amount of Rs.45575.78 added in his bill in Jun'2025. 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, debit amount of Rs. 45575.78 added in his bill in Jun'2025 which 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 26-08-2025 mentioning that "the supply and meter not found at site".
- ii. The respondent also agreed upon the debit amount of Rs.45575.78 in the month of Jun'2025. The respondent also admitted that the same amount has been debited due to upward bill revision for the meter defective period limited to 2 years only. 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:



1. It is noted from the billing database that the complainant has been given power supply and bills on actual meter readings has been done upto Jul'2021 with meter no. 325406. From Aug'2021 to May'2024, provisional/average bills with a monthly average of 74 units have been served.
2. In the meanwhile, a new meter bearing Sl. No. TWST1746677 was installed on 16-06-2025 in the premises of the consumer.
3. Taking the 6 months average consumption of new meter, it is noted that the monthly average consumption of new meter is 402 units.
4. Therefore, it is construed by the Forum that, the bill revision done for meter defective period limited to 2 years only is as per Regulation 155 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019 and is justified.

Directions of the forum

After observing the facts and records, the Forum Construed that, as the bill revision done for Rs. 45575.78 has been done as per Regulation, the Forum is constraint to pass any order in respect of the grievance petition of the complainant.

Hence the instant case is hereby dropped.

 (D.R. Sahu) Co-Opted Member Grievance Redressal Forum TPWODL, Bargarh-768028 No. GRF/BGH/ 172	 (P. Dashbaya) Member (Finance) Grievance Redressal Forum TPWODL, Bargarh-768028	 (B.K. Singh) President Grievance Redressal Forum TPWODL, Bargarh-768028 Date: 24.10.25
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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 162 of 2025.