

CONSUMER GRIEVANCE REDRESSAL FORUM

ELECTRICAL CIRCLE, BARGARH

First Floor, Raymond Building, Bandutikra Chowk, Bargarh-768028

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Present:

Sri B.K.Singh	...	President
Sri Pulakesh Dasbhaya	...	Member (Finance)
Sri D.R Sahu	...	Co-Opted Member

1	Case No.	BGH/165/2025			
2	Complainant	Name & Address:		Consumer No:	
		Jubraj Meher, Gopaipali		5151-1318-0323	
		Barpali, Dist-Bargarh		Contact No.: 9937927100	
3	Respondent	Name		Division	
		SDO(Elect.), TPWODL, Barpali		BWED, TPWODL, Bargarh.	
4	Date of Application	13.10.2025			
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				
8	Date(s) of Hearing	13.10.2025			
9	Date of Order	30.10.2025			
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:		
	Jubaraj Meher		SDO(Elect.), TPWODL, Barpali		

ORDER



Brief Facts of the Case

During the spot hearing camp at Barpali Electrical Sub-division under Bargarh West Electrical Division camp on 13-10-2025, the complainant appeared before the Forum whereas SDO- Barpali appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT- Domestic consumer having consumer No. 5151-1318-0323 with connected load of 1.00 KW. That the Complainant has raised objection regarding the false/average bills served to him from Oct'2015 to Sep'2025 during which the supply was disconnected as no one is staying in the premises. 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, false/average bills have been served to him from Oct'2015 to Sep'2025 during which the supply was disconnected 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 25-10-2025 mentioning the meter reading as "1259" KWH of meter no. 713012 and meter status is OK. It is also mentioned in the PVR that On 23-09-2025 the consumer connection was reconnected and the FMR is 1259.
- ii. The respondent also agreed upon false/average bills served to him 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:

- That the complainant has been billed on actual meter readings up to Sep'2015 with meter Sl. No. 713012 with a meter reading of "1098". From Oct'2015 to May'2017 provisional/average bills have been served to the complainant. In the month of Jun-Jul'2017 bill @ 6118 units have been served by showing the meter reading as "7216". Again, from Aug'2017 to Jul'2022, provisional/average billing has been done.
- From Jul'2022 to Aug'2025, no bills have been generated. It is noted from the record available in FG, bill has been stopped from 14-09-2022 with a remark "due to LD in field" which shows that the connection was disconnected before the entry of data in FG. Therefore, the submission made by SDO Barpali that the supply was disconnected on 14-09-2022 is not justified.
- In the meanwhile, as per request by the complainant, the supply was reconnected on 23-09-2025 and as per PVR submitted by the respondent the meter bearing Sl. No. 713012 is running OK and the meter reading is "1259". Therefore, it is construed that the bill made in the month of Jun-Jul'2017 for 6118 units by showing the meter reading as "7216" is false.
- It is also noted by the Forum that, after reconnection the bill for the month of Sep'2025 has been served @ 2772 units for 38 months which is also wrong.
- Therefore, it is decided by the Forum that, the bills from Oct'2015 to Sep'2025 should be revised.

Directions of the forum

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

- The bills from Oct'2015 to Sep'2025 are to be revised by taking the IMR as "1098" and FMR as "1259" as per Section 157 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.
- The meter reading available in the meter bearing Sl. No. 713012 is to be updated in the billing data immediately.

- 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	 (P. Dasbhaya) Member (Finance) Grievance Redressal Forum TPWODL, Bargarh-768028	 (B.K. Singh) President Grievance Redressal Forum TPWODL, Bargarh-768028
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No. GRF/BGH/ 188⁽³⁾

Date: 30.10.2025

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 165 of 2025.