

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/169/2025			
2	Complainant	Name & Address:			Consumer No:
		Alladini Bagarty			5125-2208-0269
		At-Bakti, Bheden			Contact No.:
		Dist-Bargarh			9938363928
3	Respondent	Name			Division
		SDO(Elect.), TPWODL, Bheden			BED, TPWODL, Bargarh.
4	Date of Application		14.10.2025		
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			
		155 & 157			
8	Date(s) of Hearing		14.10.2025		
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:		
	Alladini Bagarty Represented by P. Bagarty		SDO(Elect.), TPWODL, Bheden		

B.K.

PRESIDENT

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

ORDER



Brief Facts of the Case

During the spot hearing at Bheden Sub-division under Bargarh Electrical Division camp on 14-10-2025, 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. 5125-2208-0269 with connected load of 0.11 KW. That the Complainant has raised objection regarding the abnormal billing for the month of Nov'2015 and average bills served to him. 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 bills have been served to him for the month of Nov'2015 and later on average bills have been served to him 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 also agreed upon high consumption bill for the month of Nov'2015 and average billing from Dec'2015 to May'2021 and agreed for revision of bills and submitted PVR and written submission dated 17-10-2025 received on 22-10-2025. 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:

- a. That the complainant has been given power supply on 20-12-2013 with installation of a new meter and bills on actual meter readings have been served

Page 2 of 3

B.M.

PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028

up to Sep'2015 with a monthly average consumption of 27 units with a meter reading of "588".

- b. Again, in the month of Oct'2015, provisional bill has been served and in Nov'2015 consumption @ 5651 units have been billed with a meter reading of 6239 which seems abnormal. From Dec'2015 to May'2021, provisional/average bills have been served showing the meter as defective.
- c. In the meanwhile, a new meter bearing Sl. No. LW607402 has been installed on 01-05-2021 in the premises of the complainant. It is also noted by the Forum that monthly average consumption recorded by the new meter is 139 units (Avg. from May'2021 to Sep'2025)
- d. Hence, the Forum construed 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,

1. The bills served to the complainant for the month of Nov'2015 and average bills from Jul'2019 to May'2021 (Total 24 months) are 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.
2. Any adjustments done during the revision period are also to be taken in to consideration.
3. 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.B. Sahu)
Co-Opted Member
Grievance Redressal Forum
TPWODL, Bargarh-768028
No. GRF/BGH/ 176 (3)


(P. Dasbhaya)
Member (Finance)
Grievance Redressal Forum
TPWODL, Bargarh-768028


(B.K. Singh)
PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028
Date: 24.10.2025

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 169 of 2025.