

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/172/2025				
2	Complainant	Name & Address:		Consumer No:		
		Kunu Ratha		5153-0201-0458		
		At/Po-Bijepur, Ramji Pada		Contact No.:		
		Dist-Bargarh		9777059986		
3	Respondent	Name		Division		
		SDO(Elect.), TPWODL, Bijepur		BWED, TPWODL, Bargarh.		
4	Date of Application	15.10.2025				
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	15.10.2025				
9	Date of Order	10.11.2025				
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:				
	Kunu Ratha Represented by Sabita Ratha	SDO(Elect.), TPWODL, Bijepur				

B.R.J
PRESIDENT

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ORDER



Brief Facts of the Case

During the spot hearing at Bijepur Electrical Sub-division under Bargarh West Electrical Division camp on 15-10-2025, 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- General Purpose < 110 KVA consumer having consumer No. 5153-0201-0458 with connected load of 1.50 KW. That the Complainant has raised objection regarding the high consumption bills served to him for the month of Feb'2016 and bills served during disconnection period. 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 Feb'2016 resulted to accumulation of arrear.
2. He also submits that, provisional bills have been served to him from Sep'2018 though his supply was disconnected.
3. He further submits that; he had made verbal complain to the respondent about the erroneous bill.
4. He also requested the Forum to revise the bills.

2. Reply Submission of the Respondent:

- i. The respondent submitted the PVR dated 01-11-2025 received on 06-11-2025 mentioning that there is no power supply at the premises and the supply has been disconnected from Aug'2018.
- ii. The respondent submitted that high amount bill generated due to wrong meter reading.
- iii. The respondent also agreed upon wrong bill for the month of Feb'2016 and provisional bills during disconnection period 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:

- a. That the complainant has been given power supply on 22-07-2013 with a connected load of 1.50 KW and bills on actual meter readings have been served up to Oct'2015 with a reading of "662" with meter no. 108058.
- b. The bill for the month of Nov-Dec'2015 has been raised on provisional basis and bill @ 7354 units has been raised in Jan-feb'2016 with a wrong meter reading of "8016".
- c. It is also noted by the Forum that the wrong meter reading has been corrected as "990" in Sep-Oct'2016. From Nov'2016 bills on actual meter readings have been served.
- d. It is also submitted by the respondent that, the supply has been disconnected from Aug'2018 but provisional bills have been served up to Jan'2024.
- e. Therefore, it is decided by the Forum that the bills from Nov'2015 to Oct'2016 should be revised and all the provisional bills served from Sep'2018 are to be withdrawn.

Directions of the forum

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

1. The bills from Nov'2015 to Oct'2016 are to be revised by taking the IMR as "662" and FMR as "990" as per Section 157 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.
2. All provisional bills served from Sep'2018 are to be withdrawn except fixed charges as the complainant has not availed power supply.
3. Any adjustments done during the revision period are also to be taken into consideration.
4. DPS charged on the wrong bills are also to be withdrawn.

B.G

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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.

(D.R Sahu)
(D.R Sahu)
Co Opted Member
Grievance Redressal Forum
TPWODL, Bargarh-768028

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

(B.K.Singh)
(B.K.Singh)
President
Grievance Redressal Forum
TPWODL, Bargarh-768028

No. GRF/BGH/ 193 (3)

Date: 10.11.2025

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: Bhoiagar, 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 172 of 2025.