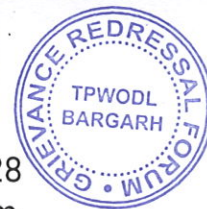


CONSUMER GRIEVANCE REDRESSAL FORUM

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/173/2025				
2	Complainant	Name & Address:		Consumer No:		
		Sri Nepal Gartia		5153-0215-0481		
		At/Po-Jaring		Contact No.:		
		Bijepur, Dist-Bargarh		9178482005		
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:			
	Nepal Gartia Represented by Susanta Gartia		SDO(Elect.), TPWODL, Bijepur			

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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- Bijepur appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT- Domestic consumer having consumer No. 5153-0215-0481 with connected load of 1.00 KW. That the Complainant has raised objection regarding the high consumption bills served to him for the month of Dec'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 bills have been served to him for the month of Dec'2022 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 01-11-2025 received on 06-11-2025 mentioning the meter reading as "905" KWH of meter no. TWST15053559.
- 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 Dec'2022 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



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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 08-12-2012 with a connected load of 1.50 KW and bills on actual meter readings have been served up to Aug'2015 with a monthly average consumption of 55 units with meter no. OEB27017.
- b. From Sep'2015 to Jun'2021, bills on provisional/average basis have been served @ 97 units per month. It is noted from the FG that a new meter bearing Sl. No. LW242281 has been installed on 12-07-2019 but updated in Nov'2021. It is also noted from the data that a wrong meter change entry has been done on 30-12-2020 with meter no. OEB27017.
- c. Again, a new meter bearing Sl. No. TWST15053559 has been installed on 17-05-2025 showing the old meter no. as LW242281 which implies that the meter LW242281 has been installed on 12-07-2019 and the meter change on 30-12-2020 was wrong.
- d. It is also noted by the Forum that a bill revision has been done from Dec'2020 to Sep'2023 taking the meter change date of LW242281 as 30-12-2020 is also wrong.
- e. However, it is noted from the database that the first reading recorded in the meter LW242281 was "780" in Aug'2021 and from Sep'2021 to Apr'2022 provisional bills have been served. In May-Jun'2022, bill has been raised @ 280 units with a meter reading of "1060". From Jul'2022 to Nov'2022 no bills have been raised and in the month of Dec'2022 bill @ 12242 units for 6 months has been raised showing the meter reading as "13302" which is disputed by the complainant. From Jan'2023 to Apr'2025 bills on actual meter readings have been served with the same meter LW242281 with a monthly average of 220 units.
- f. It is noted by the Forum that, the bills claimed from Jul'2022 to Dec'2022 with a monthly average of 2040 units seems abnormal and it is also noted that the monthly average consumption recorded from the date of installation in meter no. LW242281 is 317 units whereas from Jan'2023 to Apr'2025 the same meter has recorded a monthly consumption of 213 units.
- g. It is also noted by the Forum that the monthly consumption recorded in new meter TWST15053559 from date of installation to Sep'2025 is approximately 190

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units. Therefore, it is construed that the consumption recorded in LW242281 during Jul'2022 to Dec'2022 is abnormal.

- h. To justify the date of meter change, the respondent was also asked to submit meter change protocol sheet of meter no. LW242281 but, the same could not be produced before the Forum.
- i. Therefore, it is decided by the Forum that the bills from Jul'2022 to Dec'2022 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 from Jul'2022 to Dec'2022 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.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/ 194⁽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: 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 173 of 2025.