

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/176/2025			
2	Complainant	Name & Address:		Consumer No:	
		Navesh Kumar Agrawal		5154-1107-1332	
		At-Paikmal, Dist-Bargarh		Contact No.:	
				7873343434	
3	Respondent	Name		Division	
		SDO(Elect.), TPWODL, Paikmal		BWED, TPWODL, Bargarh.	
4	Date of Application	17.10.2025			
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	17.10.2025			
9	Date of Order	28.10.2025			
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:		
	Navesh Ku. Agrawal Represented by Suresh Ch. Agrawal		SDO(Elect.), TPWODL, Paikmal		

ORDER



Brief Facts of the Case

During the spot hearing camp at Paikmal Sub-division under Bargarh West Electrical Division on 17-10-2025, the complainant appeared before the Forum whereas SDO- Paikmal appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT- Domestic consumer having consumer No. 5154-1107-1332 with connected load of 1.00 KW. That the Complainant has raised objection regarding the abnormal billing from May'2025 to Jul'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, high consumption bills have been served to him from May'2025 to Jul'2025 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 billing from May'2025 to Jul'2025 and agreed for revision of bills and submitted PVR and a parallel meter comparison report on dated 17-10-2025. However, the respondent requested the Forum to take appropriate decision as necessary.
- ii. The respondent also submitted in his PVR that, they have installed a parallel meter for 19 days and noticed difference of consumption of more than 1500 units. Hence bill may be revised as per old meter test report.



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 29-04-2003 and bills on actual meter readings have been served up to Apr'2025 with a monthly average consumption of 589 units recorded in the meter bearing SI. No. WLT003378 (Avg. from May'2024 to Apr'2025).
- b. For the month of May'2025, Jun'2025 and Jul'2025, bills @ 5063 units, 3755 units and 3794 units have been raised on actual meter readings which is disputed by the complainant.
- c. After receiving complain on accuracy of the meter, respondent installed a parallel meter bearing SI. No. TWB653697 to check the accuracy of the meter on 02-07-2025 with an IMR of "82".
- d. It is noted from the parallel meter comparison report that, the consumption recorded in parallel meter from 02-07-2025 to 21-07-2025 is 400 units whereas the consumption recorded in billing meter bearing SI. No. WLT00337 is 2201 units which leads to the conclusion that the billing meter is defective.
- e. In the meanwhile, a new meter bearing SI. No. TWSP51282247 has been installed on 15-08-2025 in the premises of the complainant.
- f. Hence, the Forum construed that, the abnormal 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 from May'2025 to Jul'2025 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 31-03-2026.

Accordingly, the case is disposed of.


(D. R. Sahu)
Co-Opted Member
Grievance Redressal Forum
TPWODL, Bargarh-768028
No. GRF/BGH/ 185(3)


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


(B. K. Singh)
PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028
Date: 28.10.2025

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 176 of 2025.