

# CONSUMER GRIEVANCE REDRESSAL FORUM

ELECTRICAL CIRCLE, BARGARH

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

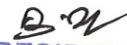
Phone: (06646) 230135, E-mail: grf.bargarh@tpwesternodisha.com



## Present:

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

|    |                                          |                                                                           |                                              |                                                      |         |           |
|----|------------------------------------------|---------------------------------------------------------------------------|----------------------------------------------|------------------------------------------------------|---------|-----------|
| 1  | Case No.                                 | <b>BGH/179/2025</b>                                                       |                                              |                                                      |         |           |
| 2  | Complainant                              | Name & Address:                                                           |                                              | Consumer No:                                         |         |           |
|    |                                          | Gopabandhu Sahu                                                           |                                              | 5154-1105-0354                                       |         |           |
|    |                                          | At-Mandiadhupa, Paikmal                                                   |                                              | Contact No.:                                         |         |           |
|    |                                          | Dist-Bargarh                                                              |                                              | 7751891666                                           |         |           |
| 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                            |                                                                           | 24.10.2025                                   |                                                      |         |           |
| 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:                 |                                                      |         |           |
|    | Gopabandhu Sahu                          |                                                                           | SDO(Elect.), TPWODL, Paikmal                 |                                                      |         |           |

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

## **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. 5154-1105-0354 with connected load of 1.00 KW. That the Complainant has raised objection regarding the average bills served to him from May'2017 to Oct'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, average bills have been served to him May'2017 to Oct'2022 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 average billing from May'2017 to Oct'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 relevant documents, FG and Samadhan database (Licensee's soft records) and provisions of law have concluded as follows:

  
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- a. That the complainant has been given power supply on 26-03-2008 with installation of a new meter and bills on actual meter readings have been served up to Apr'2017. From May'2017 to Oct'2022 average/provisional bills have been served showing the meter as defective.
- b. In the meanwhile, a new meter bearing Sl. No. WLT285521 has been installed on 20-11-2021 in the premises of the complainant but updated in the billing in Nov'2022. It is also noted that a bill revision has already been done from Oct'2021 to Oct'2022 for delay meter updation.
- c. Hence, the Forum construed that, the average period 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 average bills served to the complainant from Sep'2019 to Aug'2021 (Two years) 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/ 179(3)

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](http://www.tpwesternodisha.com)- Customer Zone- Grievance Redressal Forum- BGH- GRF case No. BGH 179 of 2025.