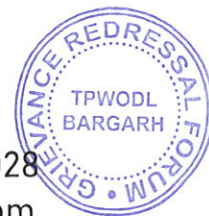


CONSUMER GRIEVANCE REDRESSAL FORUM

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/180/2025			
2	Complainant	Name & Address:		Consumer No:	
		Girdhari Kharsel		5154-1102-2312	
		At-Dekhimunda, Mandosil		Contact No.:	
		Paikmal, Dist-Bargarh		6370773878	
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:		
	Giridhari Kharsel		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. 5154-1102-2312 with connected load of 1.00 KW. That the Complainant has raised objection regarding the average/wrong bills served to him from Apr'2020 to Jun'2024. 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/wrong bills have been served to him Apr'2020 to Jun'2024 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/wrong billing from Apr'2020 to Jun'2024 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 12-04-2020 and provisional/average bills have been served up to May'2024. The bill for the month

of Jun'2024 has been served @ 3480 units showing a meter change bearing SI No. LW615359 and showing the meter reading as "3480".

- b. It is noted from the database that a new meter bearing SI. No. LW615359 has been changed on 06-09-2021 but updated in the billing data in Jun'2024.
- c. However, the respondent has revised the bill from Sep'2021 to Nov'2024 for late updation of meter change and an amount of Rs.19671.71 has been deducted but the provisional bills from date of power supply to Aug'2021 remained unaddressed.
- d. 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 Apr'2020 to Aug'2021 are to be revised as per the average of present six consecutive billing (Apr'25 to Sep'25) 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.


Co-opted Member
(P. Dasbha)
Grievance Redressal Forum
TPWODL, Bargarh-768028


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


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

No. GRF/BGH/ 181(3)

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 180 of 2025.