

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/182/2025						
2	Complainant	Name & Address:			Consumer No:			
		Sailabala Padhan,W/O-Sabya Padhan At-Sarla,Nunia Jampali, Via-Bardol,Dist-Bargarh			5122-2503-0247			
					Contact No.: 9777233285			
3	Respondent	Name			Division			
		SDO(Elect.), TPWODL, Atabira			BED, TPWODL, Bargarh.			
4	Date of Application	22.10.2025						
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	22.10.2025						
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:					
	Sailabala Padhan Represented by Santosh Kumar Padhan		SDO(Elect.), TPWODL, Atabira					

S.M

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PRESIDENT

Grievance Redressal Forum
TPWODL, Bargarh-768028

ORDER



Brief Facts of the Case

During the spot hearing camp at Attabira Electrical Sub-division under Bargarh West Electrical Division on 22-10-2025, the complainant appeared before the Forum whereas SDO- Attabira appeared as respondent before the Forum. Brief facts pertaining to the case are that the Complainant is a LT- Domestic consumer having consumer No. 5122-2503-0247 with connected load of 2.50 KW. That the Complainant has raised objection regarding the high consumption bill served to him for the month of Feb'2019. 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 bill has been served to him for the month of Feb'2019 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 06-11-2025 mentioning the meter reading as "15754" KWH of meter no. 8054301.
- 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'2019 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 17-03-2008 with a connected load of 2.50 KW and bills on actual meter readings have been served up to Jan'2019 with a reading of "12316" with meter no. 8054301.
- b. The bill for the month of Feb'2019 has been raised @ 99944 units with a wrong meter reading of "12260" treating the meter as once round complete.
- c. It is also noted by the Forum that the wrong meter reading has been corrected as "12469" in May'2019. From Jun'2019 bills on actual meter readings have been served.
- d. Therefore, it is decided by the Forum that the bills from Feb'2019 to May'2019 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 from Feb'2019 to May'2019 are to be revised by taking the IMR as "12316" and FMR as "12469" as per Section 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 into 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. P. Sahu)
Co-Opted Member
Grievance Redressal Forum
TPWODL, Bargarh-768028
No. GRF/BGH/ 196 (3)

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

B-3 (P.K. Singh)
President
Grievance Redressal Forum
TPWODL, Bargarh-768028
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 182 of 2025.