

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/183/2025				
2	Complainant	Name & Address:		Consumer No:		
		Upendra Sahu		5122-2217-0143		
		At-Hirlipali, Atabira		Contact No.:		
		Dist-Bargarh		7873866451		
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		28.10.2025			
9	Date of Order		31.10.2025			
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:			
	Upendra Sahu Represented by Jadumani Sahu		SDO(Elect.), TPWODL, Atabira			



ORDER

Brief Facts of the Case

The present case has been registered in this forum vide Case No. 183 of 2025. Brief facts pertaining to the case are that the Complainant is a LT- Domestic consumer having consumer No. 5122-2217-0143 with contract demand of 2.00 KW under the area of Bargarh Electrical Division.

That the Complainant has raised objection regarding abnormal consumption bills for the month of Jul'2023 and Dec'2023.

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, abnormal consumption bills have been served to him for the month of Jul'2023 and Dec'2023 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 submitted the billing abstract from Apr'2018 to Sep'2025 and a PVR dated 28-10-2025 mentioning the meter reading as "2048" KWH of meter no. TWNX301238.
- ii. The respondent also agreed upon high consumption bills from Jul'2023 to Dec'2023 and agreed for revision of bills. However, the respondent requested the Forum to take appropriate decision as necessary.

Findings and observations of the Forum

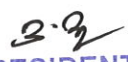
Written/verbal Submissions were made by both parties and arguments were heard at length. This Forum, after hearing the parties and going through the relevant documents, FG and Samadhan database (Licensee's soft records) and provisions of law have concluded as follows:

- a. That the complainant has been billed on actual meter readings up to Jun'2023 with a monthly average consumption of 207 units (Avg. from Nov'2019 to Jun'2023) with meter bearing Sl. No. LW398107. In the month of Jul'2023 bill @ 9179 units has been served with a meter reading of "18283" which is disputed by the complainant. From Aug'2023 to Nov'2023 no bills have been served but claimed along with Dec'2023 bill for 5 months for 14939 units which is also disputed by the complainant.
- b. It is also noted by the Forum that a new meter bearing Sl. No. TWNX301238 has been installed on 09-01-2024 and bill for the month of Dec'2023 has been raised with a meter reading of "89" plus 14850 units (average units for 5 months of old meter bearing sl. No. LW398107) to a total of 14939 units mentioning the old meter was defective.
- c. After receiving the complaint from the consumer regarding accuracy of the meter a new meter bearing Sl. No. TWNX301238 has been changed in the premises of the complainant. It is to be noted here that no meter testing has been done by the respondent regarding accuracy of the meter and a new meter has been changed with a remark that old meter was defective.
- d. As per submission of the respondent, the bill raised in Jul'2023 was a case of suppress meter reading and the same has been already revised and spreading of consumption has already been done. But the respondent could not Justify the reasons for not raising of monthly bills from Aug'2023 to Nov'2023 on actual meter readings and raised the bills in Dec'2023 with a new meter installation. Therefore, the submission regarding suppress meter reading is not admitted in the Forum.
- e. It is noted by the Forum that, from the date of new meter change to Jul'2025, the meter has recorded a monthly average consumption of 95 units only which implied that the old meter has recorded abnormal consumptions.
- f. Therefore, it is decided by the Forum that the bills from Jul'2023 to Dec'2023 should be revised.

Directions of the forum

In view of the above findings and discussions, the Forum is of the view that,

- The bills served to the complainant from Jul'2023 to Dec'2023 are to be revised as per the average of six consecutive billing of new meter as per Section


PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028

155 and 157 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.

- Any adjustments done during the revision period are also to be taken in to consideration.
- 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
(D.R. Sahu)
Grievance Redressal Forum
TPWODL, Bargarh-768028


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


(B.K. Singh)
PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028
Date: 31.10.2025

No. GRF/BGH/

192(3)

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 183 of 2025.