

CONSUMER GRIEVANCE REDRESSAL FORUM

ELECTRICAL CIRCLE, BARGARH

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

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Present:

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

1	Case No.	BGH/186/2025					
2	Complainant	Name & Address:		Consumer No:			
		Dolachandra Barik At-Tuhungidadar, PO-Amthi, Jharbandh, Dist-Bargarh		5154-1201-2304			
				Contact No.:			
		9556932311					
3	Respondent	Name		Division			
		SDO(Elect.), TPWODL, Jharbandh		BWED, TPWODL, Bargarh.			
4	Date of Application	06.11.2025					
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	06.11.2025					
9	Date of Order	11.12.2025					
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:				
	Dolachandra Barik		SDO(Elect.), TPWODL, Jharbandh				

ORDER



Brief Facts of the Case

During the spot hearing camp at Jharbandh Electrical Sub-division under Bargarh West Electrical Division camp on 06-11-2025, the complainant appeared before the Forum whereas SDO- Jharbandh appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT- Domestic consumer having consumer No. 5154-1201-2304 with connected load of 1.00 KW. That the Complainant has raised objection regarding the provisional bills served to him from Jun'2023 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, provisional bills served to him from Jun'2023 to Jun'2024 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 05-12-2025 mentioning that the meter bearing Sl. No. 2445142 is in running condition and meter status is OK.
- ii. The respondent also agreed upon provisional bills served to him 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:

- That the complainant has been given power supply on 10-03-2019 and the first bill generated for the month of Jun'2023 on provisional basis with a consumption of 3830 units for 53 months. From Aug'2023 to May'2024 bills have been served to the complainant @ 0 unit without any meter reading.
- In the month of Jul'2024, bill @ 583 units have been raised for Jun-Jul'2024 with a meter reading of "583" without any provisional bill adjustments. From Aug'2024, bills on actual meter readings have been served on monthly basis.
- Therefore, it is decided by the Forum that, the meter reading is to be spread from date of power supply with proper house lock adjustments.

Directions of the forum

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

- The bills from Date of power supply to Jul'2024 are to be revised by taking the IMR as "0" and FMR as "583" as per Section 157 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.
- Any adjustments done during the revision period are also to be taken into 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.


(D.R. Sahu)
Co-Opted Member
Grievance Redressal Forum
TPWODL, Bargarh-768028

No. GRF/BGH/ 213⁽³⁾


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


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

Date: 11.12.2025

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 186 of 2025.