

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/189/2026			
2	Complainant	Name & Address:		Consumer No:	
		Deshbhatli-II Pani Panchayat		5120-0106-5103	
		C/o-Samir Kumar Mishra		Contact No.:	
		At/Po-Deshbhatli,Larambha,Dist-Bargarh		9777017095	
3	Respondent	Name		Division	
		EE (Elect.),BED,Bargarh, TPWODL,		BED, TPWODL, Bargarh.	
4	Date of Application	19.05.2026			
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	19.05.2026			
9	Date of Order	29.05.26			
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:		
	Deshbhatli-II Pani Panchayat Represented by Samir Kumar Mishra		Asst. Manager(Fin), BED,Bargarh,TPWODL		

ORDER



Brief Facts of the Case

During the spot hearing at SDO II Bargarh Electrical Sub-division under Bargarh Electrical Division camp on 19-05-2026, the complainant appeared before the Forum whereas Asst.Manager (Fin),BED,Bargarh appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT- Irrigation Pumping and Agriculture consumer having consumer No. 515001065103 with connected load of 10.00 HP. That the Complainant has raised objection regarding the abnormal consumption bill served to him for the month of Feb'2023. 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'2023 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. That, the consumer namely Chairman P.P. Deshbhatli - II is being billed under LT- / IRRIGATION PUMPING AND AGRICULTURE with date of power supply 28.09.2005 for a load of 10.00 HP.
- ii. That, the consumer has complained regarding the abnormal billing during Jan'25 and Feb'2023.
- iii. That, the consumer had earlier approached this office with the same dispute for necessary redressal. But on going through the billing details it is observed that as per available office record the power supply was disconnected on Dt.19.08.2023 and later on reconnected on 05.02.2025.

And after reconnection the meter reading recorded by the meter has been billed for the billing month of Jan'25.

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- iv. That, it is worth mentioned here that from the date of power supply bills have been raised on AVG basis up to 04/2009 and on the basis of actual meter reading for the period 05/2009 to 04/2013. Again, bills on Provisional basis have been raised from 05/2013 to 12/2014. However, a new meter bearing SI No. WES44843 was bills on the basis of actual meter reading have been raised up to July'2015, but no bill had been raised on the basis of the actual meter reading up after July'2015 till Jan'2023. The bill for the month of Feb'2023 has been raised for 91 months (Aug'2015 to Feb'2023) on the basis of actual meter reading i.e. 177242.9 KWH and bill unit is 182775.
- v. In the meantime, the tariff was changed from HT Agri - IP&A to LT Agri - IP&A on 12.05.2023.
- vi. That, later on a new smart meter was changed on 06.04.2023, but due to non payment the supply was disconnected during Aug'2023. The supply was found reconnected and RC entry was tagged during Feb'2025.
- vii. That, the bill raised in Feb'2025 is on the basis of actual meter reading recorded by the meter and no abnormality observed, as the beneficiaries have availed power supply.

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, as submitted by the respondent, the billing for the month of Jul'2022 (covering the period from Jul'2018 to Jul'2022 of 49 months) has been done as per actual meter reading of meter no. WES44843.
- b. Again, it is noted by the Forum that, the complainant has been billed with a monthly average consumption of 485 units from May'2009 to Apr'2013 with meter no. WSC30470 whereas it is noted that the monthly average consumption recorded from Jan'2015 to Jul'2015 with the meter bearing SI. No. WES44843 is 703 units. But from Aug'2015 to Feb'2023, the monthly average consumption


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recorded with the same meter bearing Sl. No. WES44843 is 2009 units which is much more than the previous average.

- c. As per regulation 111(vi) of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019, it is clearly mentioned that, "In addition, meters installed in the circuit shall be tested if study of consumption pattern changes drastically from the similar months or season of the previous years or if there is consumer's complaint pertaining to a meter. The standard reference meter of better accuracy class than the meter under test shall be used for site testing of consumer meters up to 650 volts. The testing for consumers meters above 650 volts should cover the entire metering system including CTs, VTs. Testing may be carried out through NABL accredited mobile laboratory using secondary injection kit, measuring unit and phantom loading or at any accredited test laboratory and recalibrated if required at manufacturer's works." But in this case no proper steps have been taken by the respondent.
- d. Therefore, it is construed by the Forum that, the reading taken after 91 months can not be taken as actual reading without testing of the accuracy of the meter.
- e. In the meanwhile, a new meter bearing Sl. No. 10032656 has been installed on 06-04-2023 and it is noted that the monthly average consumption recorded by the new meter is 1560 units only (Average from Apr'2023 to Apr'2026) which proves that the consumption recorded by the meter bearing Sl. No. WES44843 during Aug'2015 to Feb'2023 is not correct.
- f. It is also noted that the bill for the month of Feb'2025 has been raised on actual meter reading requires no revision.

Directions of the forum

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

- The provisional/abnormal bills from Apr'2021 to Mar'2023 (Two Years) are to be revised as per the new meter average @ 1560 units as calculated above (Average from Apr'2023 to Apr'2026) 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 in to consideration.
- DPS charged on the wrong bills are also to be withdrawn.


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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/ 1913

Date: 29.05.26

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 189 of 2026.