

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 Debendra Ranjan Sahu ... Co-Opted Member

1	Case No.	BGH/19/2026			
2	Complainant	Name & Address:		Consumer No:	
		Ramutudais Gunnam		5122-2503-0307	
		Sarla, N Jampali Dist-Bargarh		Contact No.: 7749057133	
3	Respondent	Name		Division	
		SDO(Elect.), TPWODL, Atabira		BED, TPWODL, Bargarh.	
4	Date of Application	15.01.2026			
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	15.01.2026			
9	Date of Order	31.01.26			
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:			
	Ramutudais Gunnam	SDO(Elect.), TPWODL, Atabira			

ORDER



Brief Facts of the Case

During the spot hearing camp at Attabira Electrical Sub-division under Bargarh Electrical Division on 15-01-2026, 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. 5122-2503-0307 with connected load of 1.00 KW. That the Complainant has raised objection regarding the abnormal and erroneous 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. That, abnormal and erroneous bill served to him for the month of Feb'2019 resulted to accumulation of arrear.
2. That, as per records, the initial meter reading (IMR) was 3957 and the current meter reading (CMR) was recorded as 40562 on 24-03-2019. This reading is incorrect. The actual meter reading at that time was 4056.2 where the decimal point was mistakenly ignored by the meter reader.
3. That due to this clerical error, the bill reflected a consumption of 36605 units in a single month which is practically impossible for a domestic consumer having only 1 KW sanctioned load.
4. That, the matter was placed before the GRF Burla, the incorrect CMR was considered as correct. However, if the CMR were truly correct, then there would have been no reason for the department to issue provisional bills continuously from the subsequent month up to Oct'2019 and later declare the meter as faulty.
5. He also requested the Forum to revise the bills.

A handwritten signature in black ink, appearing to be "S. B.", written over the printed name of the President.

PRESIDENT

Grievance Redressal Forum
TPWODL, Bargarh-768028

2. Reply Submission of the Respondent:

- i. The respondent submitted the PVR dated 15-01-2026 received on 25-01-2026 mentioning that "The abnormal reading during 2019 which is given by meter reader was completely wrong."
- ii. The respondent also agreed upon wrong/average bills from Feb'2019 to Apr'2022 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 02-04-2012 with a connected load of 1.00 KW and bills on actual meter readings have been served up to Dec'2016. From Jan'2017 to Aug'2017 provisional bills have been served due to defective meter.
- b. In the meanwhile, a new meter bearing Sl. No. WLT040562 has been installed in Sep'2017 and bills on actual meter readings have been served up to Jan'2019 with a monthly average consumption of 233 units with a meter reading of "3957". In the month of Feb'2019 a bill of 36605 units has been served by the respondent by showing the meter reading as "40562" which is disputed by the complainant.
- c. It is also noted by the forum that, if the reading is to be taken as suppressed readings, then the average monthly consumption will be 2253 units (average from Sep'2017 to Feb'2019) which is very high for 1 KW domestic consumer.
- d. Again, it is noted by the Forum that, a new meter bearing Sl. No. WHL025472 has been installed on 11-10-2021 and the monthly average consumption recorded by the new meter is 255 units (average from Oct'2021 to Dec'2025) which is very similar to the average consumption recorded from Sep'2017 to Jan'2019.
- e. Therefore, the Forum construed that the claim made by the complainant regarding the wrong meter reading by ignoring the decimal point is right and the mater was not properly presented before GRF Burla in 2022 because of which the complainant is suffering.
- f. Therefore, it is decided by the Forum that the bills from Feb'2019 to Jan'2021 should be revised.


PRESIDENT
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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 Jan'2021 are to be revised as per average of six months consumption 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.

(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/ 17⁽³⁾

Date: 31.01.26

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 19 of 2026.