

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/190/2025					
2	Complainant	Name & Address:		Consumer No:			
		Tularam Meher At-Sampia,Kansar,Padampur Dist-Bargarh		5152-0113-2072			
				Contact No.: 9938364020			
3	Respondent	Name		Division			
		SDO(Elect.), TPWODL, Padampur		BWED, TPWODL, Bargarh.			
4	Date of Application	10.11.2025					
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	10.11.2025					
9	Date of Order	24.11.2025					
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:				
	Tularam Meher		SDO(Elect.), TPWODL, Padampur				

ORDER



Brief Facts of the Case

During the spot hearing camp at Padampur Electrical Sub-division under Bargarh West Electrical Division on 10-11-2025, the complainant appeared before the Forum whereas SDO- Padampur appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT- Domestic consumer having consumer No. 5152-0113-2072 with connected load of 1.00 KW. That the Complainant has raised objection regarding the high consumption bills served to him from Apr'2025 to Jun'2025. 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 bills have been served to him from Apr'2025 to Jun'2025 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 20-11-2025 with a written submission of SDO, Padampur mentioning that, "the bill may be revised by spread over from Aug'2023 to May'2025 by taking IMR as 0 and FMR as 1587.
- ii. The respondent also agreed upon high consumption billing from Apr'2025 to Jun'2025 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 11-08-2023 with installation of a new meter and bills on actual meter readings have been served up to Mar'2025 with a monthly average consumption of 37 units. From Apr'2025 to May'2025 bills have been served @ 248 units and 610 units on actual meter reading which is disputed by the complainant.
- b. In the meanwhile, a new meter bearing Sl. No. TWST15106185 has been installed on 04-07-2025 in the premises of the complainant showing the old meter as defective.
- c. Regarding the submission made by SDO Padampur to spread over the reading from date of power supply, the forum is of the view that this is not a suppress meter reading with such a small suppressed of 800 units rather it is an abnormal reading case and also it is noted from the meter change that old meter was defective.
- d. It is also noted that, after meter change the billing for the month of Jun'2025 has been served @194 units taking the higher average units of previous billing despite the meter reading of the new meter has been recorded as "32", which is also disputed by the complainant.
- e. Hence, the Forum construed that, the bills from Apr'2025 to Jun'2025 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 served to the complainant from Apr'2025 to Jun'2025 are to be revised as per the average of six consecutive billing of new meter as per Section 155 and 157 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.

B-3
PRESIDENT

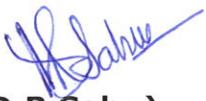
Grievance Redressal Forum
TPWODL, Bargarh-768028

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 28-02-2026.

Accordingly, the case is disposed of.

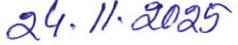

C6 (D.R. Sahu)
 Co-Opted Member
 Grievance Redressal Forum
 TPWODL, Bargarh-768028


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


B.K. Singh
 President
 Grievance Redressal Forum
 TPWODL, Bargarh-768028

No. GRF/BGH/

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Date: 

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: Bhoiagar, 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 190 of 2025.