

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/198/2025				
2	Complainant	Name & Address:		Consumer No:		
		Lingaraj Rana		5153-0305-1724		
		At-Mundomahul,Jharpali		Contact No.:		
		Ghenss,Dist-Bargarh		8260965250		
3	Respondent	Name		Division		
		SDO(Elect.), TPWODL, Ghenss		BWED, TPWODL, Bargarh.		
4	Date of Application	14.11.2025				
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	14.11.2025				
9	Date of Order	19.12.25				
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:			
	Lingaraj Rana		SDO(Elect.), TPWODL, Ghenss			

B.K.

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PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028

ORDER



Brief Facts of the Case

During the spot hearing camp at Ghenss Electrical Sub-division under Bargarh West Electrical Division camp on 14-11-2025, the complainant appeared before the Forum whereas SDO- Ghenss appeared as respondent before the Forum. Brief facts pertaining to the case are that the Complainant is a LT- Domestic consumer having consumer No. 5153-0305-1724 with connected load of 0.02 KW. That the Complainant has raised objection regarding the abnormal consumption bill served to him for the month of Nov'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, abnormal consumption bill served to him for the month of Nov'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. The respondent submitted the PVR dated 06-12-2025 mentioning the meter reading as "8951" KWH of meter no. 2408820 received on 12-12-2025.
- ii. The respondent also agreed upon abnormal bill for the month of Nov'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 given power supply on 16-04-2021 with installation of a meter bearing sl. No. 2408820 and bills on actual meter readings have been served up to May'2023 with a monthly average consumption of 23

units with a meter reading of "594". From Jun'2023 to Oct'2023 provisional/average bills have been served.

- b. In the month of Nov'2023, bill of 6427 units has been served to the complainant by showing the meter reading as "7021". It is noted by the Forum that, if the consumption is treated as suppressed meter reading, the monthly average consumption recorded by the meter from Apr'2021 to Nov'2023 is 201 units. It is also noted that, from Oct'2023 to Oct'2025, the monthly average consumption recorded by the meter is 84 units only which leads the Forum to doubt on abnormal consumption recorded by the meter in Nov'2023.
- c. Therefore, it is decided by the Forum that the bills from Jun'2023 to Nov'2023 should be revised.

Directions of the forum


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

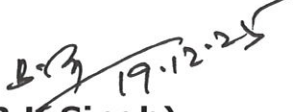
- The bills from Jun'2023 to Nov'2023 are to be revised as per average of six months consumption (From Dec'2023 to May'2024) of meter no. 2408820 as per Section 155 and 157 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.
- Any adjustments done during the revision 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.


(D.R. Sahu)
Co-Opted Member
Grievance Redressal Forum
TPWODL, Bargarh-768028
No. GRF/BGH/
220(3)


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


(B.K. Singh)
PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028
Date: 19.12.25

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 198 of 2025.