

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/199/2025				
2	Complainant	Name & Address:		Consumer No:		
		Surendra Sahu		5153-0304-0038		
		At-Ghenss, Near Raja Betel Shop		Contact No.:		
		Dist-Bargarh		8018397553		
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:			
	Surendra Sahu Represented by Anupama Sahu		SDO(Elect.), TPWODL, Ghenss			



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. 5153-0304-0038 with connected load of 1.00 KW. That the Complainant has raised objection regarding the abnormal consumption bill served to him for the month of Jul'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 Jul'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 "11230" KWH of meter no. LW598839 received on 12-12-2025.
- ii. The respondent also agreed upon abnormal bill for the month of Jul'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 prior to 1990 with installation of a meter bearing sl. No. WESCO269563 and bills on actual meter readings have been served up to Apr'2012 with a monthly average consumption of 76 units (average from Apr'2001 to Apr'2012). From May'2012 to Jul'2021 provisional/average bills have been served with a monthly average of 98 units.
- b. In the meanwhile, a new meter bearing Sl. No. LW598839 has been installed on 20-09-2021 in the premises of the complainant and bills on actual meter readings have been served up to May'2023 with a monthly average of 96 units with a meter reading of "2010".
- c. In the month of Jun-Jul'2023, bill of 4533 units has been served to the complainant by showing the meter reading as "6543". 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 Sep'2021 to Jul'2023 is 284 units which is very abnormal as against the monthly average consumption of 76 units as recorded earlier. Again, it is also noted that, in the month of Aug'2023, a consumption of only 7 units has been recorded by the meter, whereas in the month of Sep'2023, a consumption of 631 units has been recorded by the meter which shows the erratic behavior of the meter. It is again noted that, from Oct'2023 to Nov'2025, the monthly average consumption recorded by the meter is 155 units only.
- d. Further it is noted by the Forum that the manufacturing month and year of the meter has been mentioned as Nov'2019 on the meter, but as per billing data the meter has been changed in Sep2021 which create doubts on the date of installation of the meter.
- e. In view of this, the respondent has been asked to submit the meter change protocol sheet, but the respondent could not produce any document for change of meter.
- f. Therefore, it is decided by the Forum that the abnormal bill From Jun-Jul'2023 to Sep'2023 should be revised.


PRESIDENT

Grievance Redressal Forum
TPWODL, Bargarh-768028



Directions of the forum


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

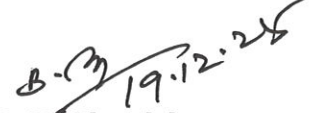
- The bills from Jun'2023 to Sep'2023 are to be revised as per average of six months consumption (From Oct'2023 to Mar'2024) of meter no. LW598839 as per Section 155 and 157 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.
- Any adjustments done during the revision 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/


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


(B.K. Singh)
President
Grievance Redressal Forum
TPWODL, Bargarh-768028
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: 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 199 of 2025.