

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/199/2026			
2	Complainant	Name & Address:		Consumer No:	
		Sumidhani Meher		5125-2101-0349	
		At-Bheden, Dist-Bargarh		Contact No.:	
				9937648975	
3	Respondent	Name		Division	
		SDO(Elect.), TPWODL, Bheden		BED, TPWODL, Bargarh.	
4	Date of Application	21.05.2026			
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	21.05.2026			
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:		
	Sumidhani Meher Represented by Pradeep Meher		SDO(Elect.), TPWODL, Bheden		

PRESIDENT

Grievance Redressal Forum
TPWODL, Bargarh-768028

ORDER



Brief Facts of the Case

During the spot hearing camp at Bhatli Electrical Sub-division under Bargarh Electrical Division on 21-05-2026, the complainant appeared before the Forum whereas SDO- Bheden appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT- Domestic consumer having consumer No. 5125-2101-0349 with connected load of 3.00 KW. That the Complainant has raised objection regarding the high consumption bills served to him from Aug'2019 to Aug'2020 due to faulty meter. 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 Aug'2019 to Aug'2020 due to faulty meter 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 27-05-2026 with a written submission received on 27-05-2026 mentioning that the billing against old meter for a certain period seems to be abnormal.
- ii. The respondent also agreed upon high billing 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 25-08-2003 with a connected load of 3.00 KW and bills on meter readings have been served up to

Jul'2019 with meter bearing Sl. No. 33063 for a monthly average of 69 units (Average from Aug'2012 to Jul'2019).

- b. From Aug'2019 to Aug'2020 actual bills have been served with a monthly average consumption of 662 units which is disputed by the complainant. It is also noted by the Forum that as against the monthly average of 69 units, the monthly average consumption of 662 units seems abnormal.
- c. The respondent could have checked and test the meter at that time but no necessary steps were taken for consumption variation recorded in the meter.
- d. Again, a new meter bearing Sl. No. LW666079 has been installed on 19-09-2020 and bills on actual meter readings have been served with a monthly average of 155 units per month (average up to Apr'2026) which leads the Forum to construed that either the meter bearing Sl. No. 33063 was defective or no proper meter readings have been taken by the respondent.
- e. Therefore, it is decided by the Forum that the bills raised from Aug'2019 to Aug'2020 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 Aug'2019 to Aug'2020 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.
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
No. GRF/BGH/ 192
Certified Copy to:


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


(B. K. Singh)
President
Grievance Redressal Forum
TPWODL, Bargarh-768028
Date: 29.05.26

- 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 2026.