

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/206/2025						
2	Complainant	Name & Address:		Consumer No:				
		Jayanti Chhatar		5123-2201-0978				
		At-Tora, Dist-Bargarh		Contact No.:				
				6370774173				
3	Respondent	Name		Division				
		SDO(Elect.), TPWODL, Bargarh-II		BED, TPWODL, Bargarh.				
4	Date of Application	18.11.2025						
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	18.11.2025						
9	Date of Order	06.12.2025						
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:					
	Jayanti Chhatar		SDO(Elect.), TPWODL, Bargarh-II					

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Page 1 of 4

PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028

ORDER



Brief Facts of the Case

During the spot hearing camp at Tora electrical section of SDO-II Bargarh under Bargarh Electrical Division on 18-11-2025, the complainant appeared before the Forum whereas SDO- II Bargarh appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT- Domestic consumer having consumer No. 5123-2201-0978 with connected load of 1.00 KW. That the Complainant has raised objection regarding the wrong bill of 3962 units served to him for the month of Jan'2025 for 38 months during the period in which no power connection has been given to him. 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, wrong bill of 3962 units served to him for the month of Jan'2025 during the period in which no power connection has been given to him 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 26-11-2025 mentioning that Consumer line charged in Feb'2025 and bill is to be revised prior to Feb'2025.
- ii. The respondent also agreed upon wrong power supply date 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:

- That, the power supply was given to the complainant on 24-12-2021 (As per FG database). But the first bill on actual meter reading generated @ 3962 units for the month of Jan'2025 with a meter reading of "3962" with meter no. 2429689 for 38 months. After that the bill for the month of Feb'2025 has been served on provisional basis and bill for the month of Mar'2025 has been served on actual meter readings with a FMR of "4134".
- As per submission made by the respondent, the power supply availed by the consumer in Feb'2025. Therefore, it is construed by the Forum that there may be some technical error in the meter or an old meter has been installed with an existing meter reading of 3962.
- Therefore, it is decided by the Forum that, the bills from Jan'2025 to Mar'2025 should be revised.

Directions of the forum

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

- As there was no supply available at the complainant premises, the bills from Jan'2022 to Oct'2025 are to be revised by taking IMR as "3962" and FMR as "4134" as per Section 157 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.
- Any adjustments done during the revision period are also to be taken into 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

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

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

o. GRF/BGH/ 211⁽³⁾

Date: 06.12.2025

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: Bhoi nagar, 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 206 of 2025.