

# 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.	<b>BGH/210/2025</b>				
2	Complainant	Name & Address:		Consumer No:		
		Bhubaneswar Sahu		5153-1401-0587		
		At-Salepali, Sohela		Contact No.:		
		Dist-Bargarh				
3	Respondent	Name		Division		
		SDO(Elect.), TPWODL, Sohela		BWED, TPWODL, Bargarh.		
4	Date of Application	05.12.2025				
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	05.12.2025				
9	Date of Order	20.12.25				
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:			
	Bhubaneswar Sahu		SDO(Elect.), TPWODL, Sohela			

## **ORDER**



### **Brief Facts of the Case**

During the spot hearing camp at Sohela Electrical Sub-division under Bargarh West Electrical Division camp on 05-12-2025, the complainant appeared before the Forum whereas SDO- Sohela appeared as respondent before the Forum. Brief facts pertaining to the case are that the Complainant is a LT- Domestic consumer having consumer No. 5153-1401-0587 with connected load of 1.00 KW. That the Complainant has raised objection regarding the high consumption bill served to him for the month of Feb'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, high consumption bill has been served to him for the month of Feb'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.

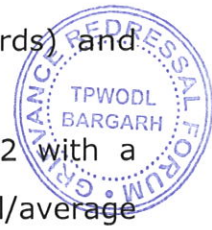
#### **2. Reply Submission of the Respondent:**

- i. The respondent submitted the PVR dated 17-11-2025 with a written submission received on 11-12-2025.
- 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 18-02-2002 with a connected load of 1.00 KW and from Feb'2002 to Jul'2021 provisional/average bills have been raised.
- b. It is noted from the FG that a new meter bearing Sl. No. LW590715 was installed on 04-02-2020 but updated in Aug-Sep'2021 but first reading has been recorded in Feb'2023 with a meter reading of 34431 and bill for the month of Feb'2023 has been served @ 34431 units without proper house lock adjustments which is disputed by the complainant. Again, it is noted by the Forum that, from Mar'2023 to Jul'2023, bills on actual readings have been raised with a monthly average of 1018 units. But it is observed by the Forum that from Sep'2023 to Apr'2024, bills on actual readings have been raised with a monthly average of 66 units in the same meter which shows the erratic behaviour of the meter.
- 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. To know the actual date of meter change, meter change protocol sheet was asked to the respondent but could not be produced before the Forum.
- d. Again, a new meter bearing Sl. No. TWST15135729 has been installed on 17-10-2025 and from Oct'2025 bills on actual meter readings have been served with a monthly average of 23 units per month (average up to Dec'2025) which leads the Forum to construed that either the meter bearing Sl. No. LW590715 was defective or no proper meter readings have been taken by the respondent.
- e. Therefore, it is decided by the Forum that the bills from Feb'2023 to Jan'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 Feb'2023 to Jan'2025 (Two Years) 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 31-05-2026.



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

No. GRF/BGH/ 226<sup>(3)</sup>

Date: 20.12.25

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](http://www.tpwesternodisha.com)- Customer Zone- Grievance Redressal Forum- BGH- GRF case No. BGH 210 of 2025.