

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/211/2025				
2	Complainant	Name & Address:		Consumer No:		
		Bishnu Padhan		5153-1402-0305		
		At-Salepali, Chakarkend, 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:			
	Bishnu Padhan		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. 5153-1402-0305 with connected load of 1.00 KW. That the Complainant has raised objection regarding the high consumption bills served to him from Sep'2022 Mar'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 bills have been served to him from Sep'2022 Mar'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 submitted that high amount bill generated from Sep'2022 Mar'2023. The respondent also submitted that DPS has also been charged in Jan'2023 and Mar'2023 amounting to Rs. 1883.00 and 1221.00 respectively.
- iii. The respondent also agreed upon wrong 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 26-05-2005 with a connected load of 1.00 KW and bills on actual meter readings have been served up to Apr'2012 with a monthly average consumption of 89 units with meter no. 1972833.
- b. From May'2012 to Jun'2021, bills on provisional/average basis have been served @ 97 units per month. It is noted from the FG that a new meter bearing Sl. No. LW590714 was installed on 04-02-2020 but updated in Aug-Sep'2021 but first reading has been recorded in Aug-Sep'2022 with a meter reading of 17507 and bill for the month of Aug-Sep'2022 has been served @ 10127 units. Again, in Oct-Nov'2022 provisional bill of 1854 units has been generated which is disputed by the complainant.
- c. Again, a new meter bearing Sl. No. 300005814 has been installed on 09-02-2023 and from Jan'2023 bills on actual meter readings have been served.
- d. It is also noted by the Forum that only one month reading has been recorded in the meter bearing Sl. No. LW590714. Therefore, it can not be taken as a proper reading.
- e. It is also noted that, after meter change the billing for the month of Jan'2023 has been done @1366 units taking the higher average units of previous billing despite the meter reading of the new meter has been recorded as "13", which also needs revision.
- f. Therefore, it is decided by the Forum that the bills from Feb'2021 to Jan'2023 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'2021 to Jan'2023 (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 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

No. GRF/BGH/

224⁽³⁾

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- Customer Zone- Grievance Redressal Forum- BGH- GRF case No. BGH 211 of 2025.