

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/212/2025				
2	Complainant	Name & Address:		Consumer No:		
		Pramod Seth		5153-1405-0132		
		At-Kasra,Urduna,Sohela		Contact No.:		
		Dist-Bargarh		9937618166		
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:				
	Pramod Seth	SDO(Elect.), TPWODL, Sohela				

B. V.

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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. 5153-1405-0132 with connected load of 1.00 KW. That the Complainant has raised objection regarding the high consumption bills served to him from Jul'2021 Dec'2022. 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 Jul'2021 Dec'2022 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 09-12-2025 with a written submission received on 11-12-2025.
- ii. The respondent submitted that high amount bill generated from Aug'2021 to Mar'2023. The respondent also submitted that DPS has also been charged in Feb'2023 and Mar'2023 amounting to Rs. 6390.00 and 5067.00 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.

B. 7



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 20-01-2006 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 77 units with meter no. 1816495.
- b. From May'2012 to Jun'2021, bills on provisional/average basis have been served @ 92 units per month. It is noted from the FG that a new meter bearing Sl. No. LW643233 has been installed on 07-03-2020 but updated in Jul'2021 with a meter reading of 9452 and bill for the month of Jul-Aug'2021 has been served @ 9452 units. Again, in Sep-Oct'2021 provisional bill of 6797 units has been generated and in Nov-Dec'2022 provisional bill of 44923 units has been generated which is disputed by the complainant. It is also noted that from Jan'2023 to Oct'2024 provisional/average bills have been generated showing the meter as defective.
- c. Again, a new meter bearing Sl. No. TWST1765121 has been installed on 22-11-2024 and from Nov'2024 bills on actual meter readings have been served.
- d. It is also noted by the Forum that if proper readings/meter change could have been done by the respondent in time, no dispute would have been aroused. Due to the fault of the respondent billing of Rs.398679.00 has been done during the period from Jul'2021 to Mar'2023.
- e. 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.
- f. Therefore, it is decided by the Forum that the bills from Jul'2021 to Jun'2023 should be revised.

B. 2


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 Jul'2021 to Jun'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/ 225⁽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: Bhoingar, 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 212 of 2025.