

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/213/2025						
2	Complainant	Name & Address:			Consumer No:			
		Bijay Kumar Atghara At-Mohanty Pada, Bargarh Dist-Bargarh			5121-2204-0167			
					Contact No.: 7381814456			
3	Respondent	Name			Division			
		SDO(Elect.), TPWODL, Bargarh-I			BED, TPWODL, Bargarh.			
4	Date of Application	06.12.2025						
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	06.12.2025						
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:					
	Bijay Kumar Atghara Represented by Abhishek Atghara		SDO(Elect.), TPWODL, Bargarh-I					

ORDER



Brief Facts of the Case

During the spot hearing camp at SDO-I Bargarh Electrical Sub-division under Bargarh Electrical Division on 06-12-2025, the complainant appeared before the Forum whereas SDO-I 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. 5121-2204-0167 with connected load of 4.00 KW. That the Complainant has raised objection regarding the high consumption bill served to him for the month of Sep'2021. 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, abnormal consumption bill has been served to him for the month of Sep'2021 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 11-12-2025 mentioning the meter reading as "22100" KWH of meter no. TPWODL1105890 with a written submission of SDO I Bargarh received on 12-12-2025.
- ii. That, the complainant is a LT -Single Phase Domestic category having CD : 04 Kw with initial date of power supply 01-01-1990 bearing meter serial number-691060, Make: Capital as seen from FG data/Samadhan Database.
- iii. That, since from the date of power supply, actual bills have been served in from 03/2001 to 06/2020 on the above meter and Provisional bills made

from time to time is adjusted in the subsequent bill cycle when actual bills served. From 07/2020 PROVISIONAL bills made @ 180 units pm up to 08/2021.

- iv. That, as seen from Samadhan/FG App, a credit sundry Rs.8927 found in 08/2020 billing cycle which states that "Bill Revision of delay meter updating and in 02/2022 a credit sundry Rs.11436 found, which also states that Bill Revision but periods of Bill Revision not mentioned in FG.
- v. That, as seen the Meter Serial No. LW5151145, make: CAPITAL, was changed and installed on Dt.24.08.2020 against the Defective Meter Serial No.691060, make: Capital. The new meter reflects in the database August-2021.
- vi. That, the consumer complaint that high and abnormal bills were made and served to the consumer as September-2021 as 8210 units.
- vii. That, since 09/2021, actual bills served upto 10/2022 and again a new meter serial number TPWODL1105890, make: Capital has been installed as on Dt.25.11.2022.

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 with installation of a meter bearing sl. No. 691060 and bills on actual meter readings have been served up to Jun'2020 with a monthly average consumption of 157 units (Avg. from Apr'2001 to Jun'2020). From Jul'2020 to Jul'2021, provisional/average bills have been served.
- b. In the meanwhile, a new meter bearing Sl. No. LW5151145 has been changed on 24-08-2020 but updated in Aug'2021 and the bill for the month of Sep'2021 has been served @ 8210 units with a monthly average consumption of 586 units which is disputed by the complainant.
- c. It is also noted by the Forum that, from Oct'2021 to Oct'2022 the monthly average consumption recorded by the meter is 570 units per month which is almost same with monthly average consumption from Aug'2020 to Sep'2021.
- d. In the meanwhile, a new meter bearing Sl. No. TPWODL1105890 has been changed on 25-11-2022.

e. It is noted by the Forum that, from the date of new meter change i.e. Nov'2022 to Oct'2025, the meter has recorded a monthly average consumption of 611 units which implied that the meter has recorded normal consumption during Aug'2020 to Sep'2021.

f. As submitted by the respondent and noted by the Forum from the database, a bill revision has already been done by the respondent for delay meter updation from Aug'2020 to Dec'2021 and an amount of Rs.8927.33 has been deducted from the bill.



Directions of the forum

After observing the facts and records, the Forum Construed that, as the bill has already been revised by the respondent, the Forum is constraint to pass any order in respect of the grievance petition of the complainant.

Hence the instant case is hereby dropped.

Accordingly, the case is disposed of.

(Signature)
(P.R.Sahu)
 Co-opted Member
 Grievance Redressal Forum
 TPWODL, Bargarh-768028
 No. GRF/BGH/
 227 (3)

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

3.3.12/25
(B.K.Singh)
 PRESIDENT
 President
 Grievance Redressal Forum
 TPWODL, Bargarh-768028
 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 213 of 2025.