

# 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/219/2025</b>				
2	Complainant	Name & Address:		Consumer No:		
		Sudam Rana,		5152-0219-0484		
		At-Gandpali, PO-Jamudbahal,		Contact No.:		
		Gaisilat, Dist-Bargarh		9556649338		
3	Respondent	Name		Division		
		SDO(Elect.), TPWODL, Padampur		BWED, TPWODL, Bargarh.		
4	Date of Application		08.12.2025			
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		08.12.2025			
9	Date of Order		22.12.25			
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:			
	Sudam Rana Represented by Gobardhan Rana		SDO(Elect.), TPWODL, Padampur			



## **ORDER**

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

During the spot hearing camp at Gaisilat section of Padampur Electrical Sub-division under Bargarh West Electrical Division on 08-12-2025, the complainant appeared before the Forum whereas SDO- Padampur appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT- Domestic consumer having consumer No. 5152-0219-0484 with connected load of 0.04 KW. That the Complainant has raised objection regarding the high consumption bills served to him during the period from Jul'2025 to Oct'2025. 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'2025 to Oct'2025 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 17-12-2025 with a written submission received on 19-12-2025 with a remark "the consumer not used any extra load from Jul'2025 to Nov'2025 but suddenly meter reading jumped".
- ii. The respondent also agreed upon high consumption 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 06-04-2015 with a connected load of 0.04 KW under KTJ category and billed as per KTJ category have been served up to Dec'2020.
- b. It is noted from the FG that a new meter bearing Sl. No. LW381449 has been installed on 11-07-2019 but updated in bill in Dec'2020 with a meter reading of 441. The category has been changed to Domestic in Jan-Feb'2021 after the meter recorded a consumption of 63 units as per tariff.
- c. It is noted by the Forum that from Jan'2021 to Jun'2025 the meter has recorded a monthly consumption of 27 units only where as in the month of Jul'2025, the same meter has recorded a consumption of 1139 units which seems abnormal.
- d. In the meanwhile, a new meter bearing Sl. No. TWSP51321413 has been installed on 11-11-2025 and as per PVR submitted by the respondent the meter reading as on 17-12-2025 is "0033" with a daily consumption of 1.00 unit.
- e. It is also noted that, after meter change the billing for the month of Oct'2025 has been done @1198 units taking the higher average units of previous billing despite the meter reading of the new meter has been recorded as "7", which also needs revision.
- f. Therefore, it is decided by the Forum that the abnormal bills 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 Jul'2025 to Oct'2025 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 30-06-2026.

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/ 230<sup>(3)</sup>

Date: 22.12.25

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 219 of 2025.