

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/222/2025						
2	Complainant	Name & Address:			Consumer No:			
		Bira Kumar Sahu			5152-0212-1124			
		At-Kantajhuda, Firingmal,			Contact No.:			
		Gaisilat, Dist-Bargarh			7735913978			
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	22.12.2025						
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:					
	Bira Kumar Sahu		SDO(Elect.), TPWODL, Padampur					

[Signature]
PRESIDENT

Grievance Redressal Forum
TPWODL, Bargarh-768028

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. 5152-0212-1124 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 Jan'2021 to Jan'2024. 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 Jan'2021 to Jan'2024 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 18-12-2025 with a written submission received on 19-12-2025.
- 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.

B.G.
PRESIDENT

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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 19-02-2015 with a connected load of 0.04 KW under KTJ category and billed as per KTJ category have been served up to Jul'2020.
- b. It is noted from the FG that a new meter bearing Sl. No. LW381449 has been installed on 09-07-2019 but updated in bill in Jul'2020 with a meter reading of 262. The category has been changed to Domestic in Aug-Sep'2020 after the meter recorded a consumption of 63 units as per tariff.
- c. It is noted by the Forum that in most of the months, bills have been raised below 100 units except Jul'2021-1243 units, May'2022-1977 units and in Jan'2024-6369 units which shows the erratic behaviour of the meter. It is also noted that from Feb'2024 to Jun'2025 the average monthly consumption recorded by the meter is 46 units only. From Jul'2025 the same meter has been declared defective and average bills have been served from Jul'2025 to Nov'2025.
- d. It is also noted by the Forum that if proper readings/meter test could have been done by the respondent in time, no dispute would have been aroused. Due to the fault of the respondent high consumption billing has been done during the period from Jan'2021 to Jan'2024.
- e. In the meanwhile, a new meter bearing Sl. No. TWSP51358166 has been installed on 12-12-2025 and as per PVR submitted by the respondent the meter reading as on 18-12-2025 is "0004" with a daily consumption of 0.67 units.
- 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 Dec'2023 to Nov'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 31-07-2026.

Accordingly, the case is disposed of.

[Signature]
(D.R.Sahu)
 Co-opted Member
 Grievance Redressal Forum
 TPWODL, Bargarh-768028

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

[Signature]
(B.K.Singh)
 President
 Grievance Redressal Forum
 TPWODL, Bargarh-768028

No. GRF/BGH/ 233^b

Date: 22.12.2025

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: Bhoiagar, 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 222 of 2025.