

CONSUMER GRIEVANCE REDRESSAL FORUM

ELECTRICAL CIRCLE, BARGARH

First Floor, Raymond Building, Bandutikra Chowk, Bargarh-768028

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Present:

Sri B.K.Singh	...	President
Sri Pulakesh Dasbhaya	...	Member (Finance)
Sri D.R Sahu	...	Co-Opted Member

1	Case No.	BGH/226/2025					
2	Complainant	Name & Address:		Consumer No:			
		Harinarayan Meher At-Thuapali,Jharpali,Bheden Dist-Bargarh		5125-2203-0313			
				Contact No.:			
3	Respondent	Name		Division			
		SDO(Elect.), TPWODL, Bheden		BED, TPWODL, Bargarh.			
4	Date of Application	09.12.2025					
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	09.12.2025					
9	Date of Order	30.12.25					
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:				
	Hari Narayan Meher Represented by Anil Kumar Nayak		SDO(Elect.), TPWODL, Bheden				



ORDER

Brief Facts of the Case

During the spot hearing at Bheden Electrical Sub-division under Bargarh Electrical Division camp on 09-12-2025, the complainant appeared before the Forum whereas SDO Bheden appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT- Domestic consumer having consumer No. 5125-2203-0313 with connected load of 3.00 KW. That the Complainant has raised objection regarding the average bills served to him from Aug'2014 to Apr'2016. 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, average bills have been served to him from Aug'2014 to Apr'2016, which resulted to accumulation of arrear.
2. He further submits that; he had made verbal complaint 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 also agreed upon average billing from Aug'2014 to Apr'2016 and agreed for revision of bills and submitted PVR dated 15-12-2025 received on 19-12-2025.
- ii. It is also submitted by the respondent that, Meter no. WCS13596 is presently available in the consumer's premises. But in billing meter number has been mentioned as 8036148 which has been installed in Nov'2010. No record of date of installation of meter no. WCS13596 is available. However, the respondent requested the Forum to take appropriate decision as necessary.

B-9
PRESIDENT



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 20-07-2000 with installation of a new meter and bills have been served up to Oct'2010.
- b. In the meanwhile, a new meter bearing Sl. No. 8036148 has been installed in Nov'2010 and bills on actual meter reading have been served up to Jul'2014 with a meter reading of "2430". Provisional/ average bills have been served from Jul'2014 to Apr'2016.
- c. Again, the bill for May'2016 to Jun'2016 have been served on provisional basis and in Jul'2016 bill @ 1 unit has been generated with a meter reading of "814" on the same meter no. 8036148 and an amount of 3300.96 has been given as house lock adjustment for May'2016 and Jun'2016.
- d. As submitted by the respondent, Meter no. WCS13596 is presently available in the consumer's premises. But in billing database meter number has been mentioned as 8036148 which has been installed in Nov'2010. No record of date of installation of meter no. WCS13596 is available. Therefore, it is construed by the Forum that the meter bearing Sl. No. WCS13596 has been installed in May'2016. It is also noted by the Forum that from Jul'2016 to Nov'2016 very less consumption below 10 units has been recorded therefore the average should be taken from current consumption of the meter.
- e. Hence, the Forum construed that, the provisional/average 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 average bills served to the complainant from Aug'2014 to Apr'2016 are to be revised as per the average of present 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/ *246 (3)*

Date: *30.12.25*

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: 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 226 of 2025.