

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/227/2025						
2	Complainant	Name & Address:			Consumer No:			
		Bada Mallik, At/PO-Manpur, Bheden Dist-Bargarh			5125-2303-0411			
					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	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:					
	Bada Mallik Represented by Bismanta Mallik		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. 5125-2303-0411 with connected load of 1.00 KW. That the Complainant has raised objection regarding the average bills served to him from Apr'2019 to Jul'2020. 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 Apr'2019 to Jul'2020 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 also agreed upon average billing from Apr'2019 to Jul'2020 and agreed for revision of bills and submitted PVR dated 15-12-2025 received on 19-12-2025. 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 20-09-2014 with installation of a new meter and bills on actual meter readings have been served

up to Mar'2019. From Apr'2019 to Nov'2020 average/provisional bills have been served showing the meter as defective.

b. In the meanwhile, a new meter bearing Sl. No. LW522050 has been installed on 09-08-2020 in the premises of the complainant but updated in Oct'2021. It is also noted that a bill revision has been done from Aug'2020 to Nov'2022 for meter change.

c. 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 Apr'2019 to Jul'2020 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 into 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. Dashbaya)
MEMBER
Member (Finance)
Grievance Redressal Forum
TPWODL, Bargarh-768028


(B.K. Singh)
PRESIDENT
President
Grievance Redressal Forum
TPWODL, Bargarh-768028

No. GRF/BGH/
 236 (3)

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.tpwwesternodisha.com Customer Zone- Grievance Redressal Forum- BGH- GRF case No. BGH 227 of 2025.