

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 Debendra Ranjan Sahu ... Co-Opted Member

1	Case No.	BGH/228/2025			
2	Complainant	Name & Address:		Consumer No:	
		Abodh Jha		5120-0111-0740	
		At-Haldipali Chowk, Dist-Bargarh		Contact No.: 8984687706	
3	Respondent	Name		Division	
		Executive Engineer (Elect.),BED,Bargarh TPWODL		BED, TPWODL, Bargarh.	
4	Date of Application	10.12.2025			
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	10.12.2025			
9	Date of Order	29.01.26			
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:		
	Abodh Jha		SDO(Elect.), TPWODL, Bargarh-II		

B.K.

PRESIDENT

Grievance Redressal Forum
TPWODL, Bargarh-768028



ORDER

Brief Facts of the Case

During the spot hearing camp at Turunga section of SDO-II Bargarh under Bargarh Electrical Division on 10-12-2025, the complainant appeared before the Forum whereas SDO-II Bargarh appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT- General Purpose < 110 KVA consumer having consumer No. 5120-0111-0740 with connected load of 10.00 KW. That the Complainant has raised objection regarding the abnormal consumption bill served to him for the month of Aug'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, abnormal consumption bill served to him for the month of Aug'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. That, the consumer namely Mr. Abodh Jha, of Haldipali Chowk under Turunga Electrical Section is a consumer bearing No. 512001110740 under LT-/ GENERAL PURPOSE < 110 KVA and the contract demand is 10.00 KW.
- ii. That, the consumer has complained regarding abnormal billing for the month of Aug'2024 due to meter jump.
- iii. That, the consumer had earlier approached this office with the same complaint, and the undersigned had already verified the details of billing and found that the billing for the month of Aug'24 has been raised for 1498 units, which is quite at higher side as compared to the billed units in other months.

- iv. That, the matter has been brought to the notice of the MMG team, and due testing of meter was carried out on 30.09.24. The report of testing is enclosed for kind reference of the Ld. GRF.
- v. That, from the report it is established that the meter status is O.K and bills have been raised on the basis of actual consumption recorded by the meter.



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 13-07-2012 with installation of a meter bearing sl. No. WSC30944 and bills on actual meter readings have been served up to Sep'2022 with a monthly average consumption of 174 units (average from Jul'2012 to Sep'2022).
- b. In the meanwhile, a new meter bearing Sl. No. 10011891 has been installed on 01-11-2022 in the premises of the complainant and bills on actual meter readings have been served up to Jul'2024 with a monthly average consumption of 63 units.
- c. In the month of Aug'2024, bill of 1498 units has been served to the complainant on actual meter reading basis which is disputed by the complainant.
- d. In view of this, the respondent tested the meter and submitted the report with a remark "Load around 15 Amps observed in the Y phase constantly from 02-08-2024 to 26-08-2024. While current missing observed in R and B phase."
- e. It is observed by the Forum that MMG report regarding the meter drawing 15 Amps load in Y phase, whereas R and B phase have zero load in same time, couldn't define the meter accuracy properly. Many other data have been asked along with dump but same couldn't be submitted by the respondent. Therefore, meter testing report of MMG which shows meter is OK is not acceptable.
- f. Meter might have some erratic behaviour during that period. Therefore, billing during that period can not be considered as actual billing.
- g. Therefore, it is decided by the Forum that the abnormal bill for the month of Aug'2024 should be revised.

A handwritten signature in blue ink, appearing to be "B. M."

PRESIDENT

**Grievance Redressal Forum
TPWODL, Bargarh-768028**

Directions of the forum



In view of the above findings and discussions, the Forum is of the view that,

- The bill for the month of Aug'2024 is to be revised as per average of six months consumption (From Sep'2024 to Feb'2025) as per Section 155 and 157 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.
- Any adjustments done during the revision period are also to be taken in to consideration.
- 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
No. GRF/BGH/
12⁽³⁾


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


(B.K. Singh)
President
Grievance Redressal Forum
TPWODL, Bargarh-768028
Date: 29.01.26

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 228 of 2025.