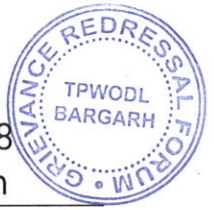


CONSUMER GRIEVANCE REDRESSAL FORUM

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/230/2025				
2	Complainant	Name & Address:		Consumer No:		
		Drupad Patra		5124-2202-0262		
		Dungri, Bhukta		Contact No.:		
		Dist-Bargarh		9938306961		
3	Respondent	Name		Division		
		SDO(Elect.), TPWODL, Bhukta		BED, TPWODL, Bargarh.		
4	Date of Application		15.12.2025			
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		15.12.2025			
9	Date of Order		24.12.25			
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:			
	Drupad Patra		SDO(Elect.), TPWODL, Bhukta			

ORDER



Brief Facts of the Case

During the spot hearing camp at Bhukta Electrical Sub-division under Bargarh Electrical Division on 15-12-2025, the complainant appeared before the Forum whereas SDO- Bhukta appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT- Domestic consumer having consumer No. 5124-2202-0262 with connected load of 2.50 KW. That the Complainant has raised objection regarding the abnormal consumption bill served to him for the month of Jun'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, abnormal consumption bill served to him for the month of Jun'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 submitted the PVR dated 18-12-2025 mentioning the meter reading as "58182" KWH of meter no. WCV24869 received on 19-12-2025.
- ii. The respondent also agreed upon abnormal bill for the month of Jun'2020 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 25-08-2001 with installation of a meter bearing sl. No. 4056139 and bills on actual meter readings have been served up to May'2015 with a monthly average consumption of 30 units (average from Sep'2001 to May'2015). From Jun'2015 to Jul'2015 provisional/average bills have been served with a monthly average of 57 units.
- b. In the meanwhile, a new meter bearing Sl. No. WCV24869 has been installed in Aug'2015 in the premises of the complainant and bills on actual meter readings have been served up to Sep'2019 with a monthly average of 93 units with a meter reading of "4615".
- c. In the month of Jun'2020, bill of 29128 units has been served to the complainant by showing the meter reading as "33743". It is noted by the Forum that, if the consumption is treated as suppressed meter reading, the monthly average consumption recorded by the meter from Aug'2015 to Jun'2020 is 572 units which is very abnormal as against the monthly average consumption of 93 units as recorded earlier which shows the erratic behaviour of the meter. It is again noted that, from Jul'2020 to Nov'2025, the monthly average consumption recorded by the meter is 376 units only.
- d. In view of this, the respondent has been asked to submit the meter change protocol sheet, but the respondent could not produce any document for change of meter.
- e. Therefore, it is decided by the Forum that the abnormal bill for the month of Jun'2020 should be revised.

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 Jun'2020 is to be revised as per average of six months consumption (From Jul'2020 to Dec'2020) 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.

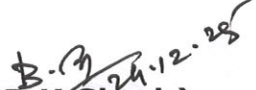


The Opposite party is directed to submit the compliance report to this Forum within one month from the date of issue of this order.

Accordingly, the case is disposed of.


(D.R. Sahu)
 Co-Opted Member
 Grievance Redressal Forum
 TPWODL, Bargarh-768028
 No. GRF/BGH/ 238⁽³⁾


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


(B.K. Singh)
 President
 Grievance Redressal Forum
 TPWODL, Bargarh-768028
 Date: 24.12.25

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- Customer Zone- Grievance Redressal Forum- BGH- GRF case No. BGH 230 of 2025.