

# 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.	<b>BGH/231/2025</b>			
2	Complainant	Name & Address:		Consumer No:	
		Sachida Pradhan At-Ruchida, Bhukta Dist-Bargarh		5124-2205-0140	
				Contact No.: 8249377078	
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	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:		
	Sachida Pradhan		SDO(Elect.), TPWODL, Bhukta		

## **ORDER**



### **Brief Facts of the Case**

During the spot hearing camp at Bhukta Electrical Sub-division of 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. 5124-2205-0140 with connected load of 2.50 KW. That the Complainant has raised objection regarding the high consumption bills served to him. 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 for the month of Feb'2025 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 19-12-2025 mentioning the meter reading as "298" KWH of meter no. TWST15018984.
- ii. The respondent also agreed upon abnormal bill for the month of Feb'2025 and average billing from Mar'2021 to Feb'2023 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:

1. That the complainant has been billed up to Feb'2021 with a meter reading of 17076 of meter no. 8180202. From Mar'2021 to Jan'2023 provisional/



average bills have been raised and from Feb'2023 to Jan'2025 no bills have been generated as supply was disconnected.

2. It is also noted from the FG that the supply was disconnected from 06-03-2023 to 16-03-2025. After reconnection, the bill was generated for the month of Feb'2025 on average basis @ of 3516 units for a period of 19 months.
3. But, as per FG database, the supply was reconnected on 16-03-2025, therefore the bill served for the month of Feb'2025 for a period of 19 months is not as per records.
4. In the meanwhile, a new meter bearing Sl. No. TWST15018984 has been installed on 05-04-2025 in the premises of the complainant.
5. Therefore, it is decided by the Forum that, abnormal/average bills should be revised.




### **Directions of the forum**


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

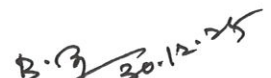
- The bills served to the complainant from Mar'2021 to Jan'2023 and bill for the month of Feb'2025 are to be revised as per the average of six consecutive billing of new meter as per Section 155 and 157 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.
- Any 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/  
244(9)

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

  
(B.K. Singh)  
President  
Grievance Redressal Forum  
TPWODL, Bargarh-768028  
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: Bhoingar, 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](http://www.tpwesternodisha.com)- Customer Zone- Grievance Redressal Forum- BGH- GRF case No. BGH 231 of 2025.