

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/232/2025					
2	Complainant	Name & Address:		Consumer No:			
		Bimwa Bhue		5124-2208-0274			
		At-Mahulpali, Bhukta		Contact No.:			
		Dist-Bargarh					
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	23.12.25					
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:				
	Bimwa Bhue		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. 5124-2208-0274 with connected load of 2.50 KW. That the Complainant has raised objection regarding the high consumption bills served to him for the month of Feb'2011 and average 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'2011 resulted to accumulation of arrear.
2. He also submits that, provisional/average bills have been served to him from Jun'2015 to May'2022.
3. He further submits that; he had made verbal complain to the respondent about the erroneous bill.
4. 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 received on 19-12-2025.
- ii. The respondent submitted that high amount bill generated due to wrong meter reading.
- iii. The respondent also agreed upon wrong bill for the month of Feb'2011 and provisional/average bills from Jun'2015 to May'2022 and agreed for

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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 06-08-2008 with a connected load of 2.50 KW and bills on actual meter readings have been served up to Jan'2011 with a reading of "1327" with meter no. 310496.
- b. The bill for the month of Feb'2011 @ 9941 units has been raised with a wrong meter reading of "1267".
- c. It is also noted by the Forum that the wrong meter reading has been corrected as "1381" in Apr'2011. From May'2011 to May'2015 bills on actual meter readings have been served. From Jun'2015 to May'2022, provisional/average bills have been served.
- d. In the meanwhile, a new meter bearing Sl. No. WLT252522 has been installed on 07-10-2021 in the premises of the complainant but updated in bill in Jun'2022 for which the respondent has already revised the bill from Sep'2021 to May'2022.
- e. Therefore, it is decided by the Forum that the bills from Feb'2011 to Apr'2011 and all the provisional/average bills served from Jun'2015 to May'2022 are to be revised.

Directions of the forum

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

1. The bills from Feb'2011 to Apr'2011 are to be revised by taking the IMR as "1327" and FMR as "1381" as per Section 157 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.
2. The provisional/average bills served to the complainant from Dec'2019 to Aug'2021 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.

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3. Any adjustments done during the revision period are also to be taken in to consideration.
4. 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
 Member (Finance)
 Grievance Redressal Forum
 TPWODL, Bargarh-768028


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

No. GRF/BGH/ **237(3)**

Date: **23.12.25.**

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 232 of 2025.