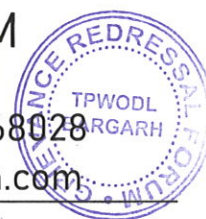


CONSUMER GRIEVANCE REDRESSAL FORUM

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/245/2025				
2	Complainant	Name & Address:		Consumer No:		
		Krushna Shankar Pradhan		5122-2203-0112		
		At-Tope, Atabira, Dist-Bargarh		Contact No.: 9123970346		
3	Respondent	Name		Division		
		SDO(Elect.), TPWODL, Atabira		BED, TPWODL, Bargarh.		
4	Date of Application		17.12.2025			
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		17.12.2025			
9	Date of Order		31.12.2025			
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:			
	Krushna Shankar Pradhan		SDO(Elect.), TPWODL, Atabira			

ORDER



Brief Facts of the Case

During the spot hearing camp at Attabira Electrical Sub-division under Bargarh Electrical Division on 17-12-2025, the complainant appeared before the Forum whereas SDO- Attabira appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT- Domestic consumer having consumer No. 5122-2203-0112 with connected load of 3.00 KW. That the Complainant has raised objection regarding the sundry amount of Rs.23687.13 added in his bill in the month of Oct'2022. 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, sundry amount of Rs. 23687.13 added in his bill in the month of Oct'2022 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 22-12-2025 mentioning the meter reading as "13624" KWH of meter no. LW541351.
- ii. The respondent also agreed upon the sundry amount of Rs. 23687.13 added in bill of consumer in the month of Oct'2022 for delay meter updating. However, the respondent requested the Forum to take appropriate decision as necessary.


PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768023

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 was given power supply on 01-01-1990. It is noted from the billing database that the complainant has been billed on actual meter reading basis from Oct'2012 to Nov'2018 with a monthly average consumption of 91 units with meter number OEB40660. From Dec'2018 to Sep'2022 average/provisional bills have been served.
- b. It is noted from the billing data that, a new meter bearing Sl. No. LW541351 was changed on 25-02-2021 but updated in the billing in Nov'2022 with a meter reading of "8865" with an average consumption of 403 units per month. From Dec'2022 onwards bills on actual meter reading have been served up to Nov'2025 with a monthly consumption of 130 units only with the same meter which is very low as compared to the monthly consumption of 403 units recorded in the meter during Feb'2021 to Nov'2025. It is also noted by the Forum that the manufacturing month/year of the meter bearing Sl. No. LW541351 is 10/2019 and installed in Feb'2021 almost after one and half years. For confirmation of date of meter change, the respondent was asked to submit the meter change protocol sheet, but respondent was unable to produce before the Forum.
- c. After that, the respondent has revised the bills from Apr'2021 to Sep'2022 for delay meter updation and an amount of Rs. 23687.13 added in bill of consumer in the month of Oct'2022 for a consumption of 7658 units for 18 months with a monthly average consumption of 425 units which seems very abnormal as compared to the monthly average consumption of 91 units recorded in meter no. OEB40660 and also monthly average consumption of 130 units recorded in the same meter during Dec'2022 to Nov'2025.
- d. Therefore, it is construed by the Forum that the meter bearing Sl. No. LW541351 has recorded abnormal consumption during Feb'2021 to Oct'2022 or the meter has been changed earlier based on which bill revision has been done.
- e. Therefore, it is decided by the Forum that the bill revision done by the respondent from Aug'2021 to Jul'2023 should be withdrawn.

Directions of the forum





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

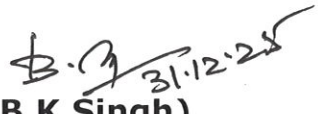
- The bill revision done by the respondent from Apr'2021 to Sep'2022 for Rs. 23687.13 is to be withdrawn.
- The average bills served to the complainant from Dec'2020 to Nov'2022 (Two Years) are to be revised as per the average of six months consumption (From Dec'2022 to May'2023) as per Section 155 and 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


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


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

No. GRF/BGH/ 256⁽³⁾

Date: 31.12.2025

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 245 of 2025.