

# 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/247/2025</b>				
2	Complainant	Name & Address:		Consumer No:		
		Khanta Sabar		5154-1110-0313		
		Bartunda, Paikmal		Contact No.:		
		Dist-Bargarh		9777428747		
3	Respondent	Name		Division		
		SDO(Elect.), TPWODL, Paikmal		BWED, TPWODL, Bargarh.		
4	Date of Application	18.12.2025				
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	18.12.2025				
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:			
	Khanta Sabar		SDO(Elect.), TPWODL, Paikmal			

## **ORDER**



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

During the spot hearing camp at Paikmal Electrical Sub-division under Bargarh West Electrical Division on 18-12-2025, the complainant appeared before the Forum whereas SDO- Paikmal appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT- Domestic consumer having consumer No. 5154-1110-0313 with connected load of 0.11 KW. That the Complainant has raised objection regarding the abnormal consumption bill served to him for the month of Jul'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 Jul'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. The respondent submitted the PVR dated 22-12-2025 mentioning the meter reading as "9651" KWH of meter no. TPWODL1014843 received on 22-12-2025.
- ii. The respondent also agreed upon abnormal bill for the month of Jul'2024 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 01-01-2014 with installation of a meter bearing Sl. No. 5937208 and bills on actual meter readings have been served up to Jul'2015 with a monthly average consumption of 31 units (average from Jan'2014 to Jul'2015). From Aug'2015 to Jun'2024 provisional/average bills have been served with a monthly average of 25 units.
- b. In the meanwhile, a new meter bearing Sl. No. TPWODL1014843 has been installed on 05-08-2023 in the premises of the complainant but updated in billing in Jul'2024 with a meter reading of 8372 and served bill of 7777 units for a monthly consumption of 648 units (Average from Aug'2023 to Jul'2024) which is disputed by the complainant.
- c. 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'2023 to Jul'2024 is 648 units which is very abnormal as against the monthly average consumption of 31 units as recorded earlier which shows the erratic behaviour of the meter. It is again noted that, from Aug'2024 to Nov'2025, the monthly average consumption recorded by the same meter is 80 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 Jul'2024 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 Jul'2024 is to be revised as per average of six months consumption (From Aug'2024 to Jan'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

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

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

No. GRF/BGH/ 253<sup>(b)</sup>

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: 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](http://www.tpwesternodisha.com)- Customer Zone- Grievance Redressal Forum- BGH- GRF case No. BGH 247 of 2025.