

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/250/2025					
2	Complainant	Name & Address:		Consumer No:			
		Bighnaraj Mallik At-Patraguda,Paikmal Dist-Bargarh		5154-1113-0115			
				Contact No.:			
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: Bighnaraj Mallik		Appeared for the Respondent: SDO(Elect.), TPWODL, Paikmal				

ORDER



Brief Facts of the Case

During the spot hearing camp at Paikmal Electrical Sub-division under Bargarh 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. 5154-1113-0115 with connected load of 1.00 KW. That the Complainant has raised objection regarding the average bills served to him from Oct'2021 to Apr'2023. 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, average bills served to him from Oct'2021 to Apr'2023 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 also agreed upon average billing and agreed for revision of bills and submitted PVR dated 22-12-2025. 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 01-01-1990 and bills on actual meter reading have been served up to Jan'2016. From Feb'2016 to Nov'2019 provisional/average bills have been served.
- b. In the meanwhile, a new meter bearing Sl. No. LW065231 has been installed on 28-10-2018 in the premises of the complainant but updated in Jan'2020 with a meter reading of "116". It is noted by the Forum that no proper monthly meter

- reading has been taken up to Sep'2021 with a meter reading of "2563". From Oct'2021 the meter has been declared defective. Therefore, it is construed by the Forum that the meter reading is to be spreaded over from Oct'2018 to Sep'2021.
- c. Again, it is noted that from Oct'2021 to Apr'2023 average bills have been raised.
- d. In the meanwhile, a new meter bearing Sl. No. TPWODL10811771 has been installed on 26-09-2022 in the premises of the complainant but updated in May'2023 and declared defective in Feb'2024 which is replaced by Meter No. TWSP51170161 on 28-03-2024.
- e. It is noted that a bill revision has been done by the respondent from Aug'2022 to Apr'2023 for delay meter updatation.
- f. Hence, the Forum construed that, the average bills should be revised.

Directions of the forum

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

1. The bills served to the complainant from Oct'2018 to Sep'2021 are to be revised by taking IMR as "0" and FMR as "2563".
2. The bills served to the complainant from Oct'2021 to Jul'2022 are to be revised as per the average of six consecutive billing of new meter no. TWSP51170161 as per Section 155 and 157 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.
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
No. GRF/BGH/
254(3)

(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: Bhoi nagar, 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 250 of 2025.