

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 Debendra Ranjan Sahu	...	Co-Opted Member

1	Case No.	BGH/253/2025						
2	Complainant	Name & Address:		Consumer No:				
		Sabita Bhoi, At/Po-Nuagaon,Paikmal Dist-Bargarh		5154-1105-1430				
				Contact No.:				
		7683946935						
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					42,140,155 & 157		
8	Date(s) of Hearing	18.12.2025						
9	Date of Order	24.12.25						
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:					
	Sabita Bhoi		SDO(Elect.), TPWODL, Paikmal					

ORDER



Brief Facts of the Case

During the spot hearing camp at Paikmal 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. 5154-1105-1430 with connected load of 1.00 KW. That the Complainant has raised objection regarding the wrong bill served to him for the month of Sep'2025. 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, wrong bill has been served to him for the month of Sep'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 18-12-2025 mentioning that "on 23-09-2025 a new meter TWST15087014 was installed with old meter FMR 2371 but wrongly old meter FMR was taken as billed unit".
- ii. 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. It is noted from the billing database that the complainant has been given power supply on 23-01-2004 and bills on actual meter readings have been served up to Aug'2025 with a meter reading of 2268 of meter no. WLT041990.
2. In the meanwhile, a new meter bearing Sl. No. TWST15087014 was replaced on 23-09-2025 against old meter bearing Sl. No. WLT041990 with a final meter reading of "2371".
3. But the bill for the month of Sep'2025 has been raised @ 2338 units in spite of new meter reading is "21" whereas the bill should be raised for 124 units only (2371-2268+21).
4. Therefore, it is decided by the forum that the bill for the month of Sep'2025 should be revised.



Directions of the forum

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

- a. The bill for the month of Sep'2025 is to be revised @ 124 units only as per Section 157 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.
- b. Any adjustments done during the revision period are also to be taken into consideration.
- c. 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/  240⁽³⁾


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


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

Date:  24.12.25

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 253 of 2025.