

# 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.	<b>BGH/254/2025</b>						
2	Complainant	Name & Address:			Consumer No:			
		Ajaya Kumbhar			5154-1105-2433			
		At-Mundhela,Paikmal			Contact No.:			
		Dist-Bargarh			7749000341			
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	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:					
	Ajaya Kumbhar Represented by Keshaba Kumbhar		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. 5154-1105-2433 with connected load of 0.50 KW. That the Complainant has raised objection regarding the abnormal/ average bills served to him from Jul'2020 to Jun'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, abnormal/ average bills served to him from Jul'2020 to Jun'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 also agreed upon abnormal/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 10-12-2012 and actual/provisional/average bills have been served up to Jun'2019.
- b. In the meanwhile, a new meter bearing Sl. No. LW119463 has been installed on 22-01-2019 in the premises of the complainant but updated in Aug'2019 with a meter reading of "506". From Sep'2019 to Aug'2020, bill have been generated

on provisional basis. In Sep-Oct'2020 bill @ 9108 units have been raised with a meter reading of 9614 for a monthly average consumption of 687 units. From Nov'2020 to Jun'2021 bills have been raised on actual meter readings with a monthly average of 500 units which is disputed by the complainant. From Jul'2021 bills have been raised on average basis declaring the meter as defective.

- c. The respondent could have tested the meter for such high consumption but no proper procedure has been followed rather than declaring the meter as defective.
- d. Again, it is noted that, a new meter bearing Sl. No. TPWODL1015551 has been changed on 25-08-2022.
- e. Hence, the Forum construed that, the abnormal/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 abnormal/average bills served to the complainant from Jul'2020 to Jun'2022 (Two years) 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.
- 2. Any adjustments done during the revision period are also to be taken into consideration.
- 3. 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.

*[Signature]*  
Co-(Dr. R. Sahay)  
Grievance Redressal Forum  
Co Opted Member  
TPWODL, Bargarh-768028

*[Signature]*  
(P. Dashbaya)  
MEMBER  
Member (Finance)  
Grievance Redressal Forum  
TPWODL, Bargarh-768028

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

No. GRF/BGH/ *241 (3)*

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](http://www.tpwesternodisha.com)- Customer Zone- Grievance Redressal Forum- BGH- GRF case No. BGH 254 of 2025.