

# 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/65/2025</b>				
2	Complainant	Name & Address:		Consumer No:		
		Muralidhar Sahu		5153-0319-0064		
		At-Kuchipali, Ghenss		Contact No.:		
		Sohela, Dist-Bargarh		9937245057		
3	Respondent	Name		Division		
		SDO(Elect.), TPWODL, Sohela		BWED, TPWODL, Bargarh.		
4	Date of Application		22.05.2025			
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		22.05.2025			
9	Date of Order		11.06.2025			
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:			
	Muralidhar Sahu Represented by Jhasketan Sahu		SDO(Elect.), TPWODL, Sohela			

  
PRESIDENT

Grievance Redressal Forum  
TPWODL, Bargarh-768028

## **ORDER**



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

During the spot hearing at ESO-Ghenss of Sohela Electrical Sub-division under Bargarh West Electrical Division camp on 22-05-2025, the complainant appeared before the Forum whereas SDO- Sohela appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT- Domestic consumer having consumer No. 515303190064 with connected load of 1.00 KW. That the Complainant has raised objection regarding the abnormal consumption bill served to him for the month of May'23 and average billing from Aug'2024 to Apr'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, high consumption bill has been served to him for the month of May'23 due to which high billings have been done resulted to accumulation of arrear.
2. He further submits that; average billing from Aug'2024 to Apr'2025 has been done due to defective meter.
3. He further submits that; he had made verbal complain to the respondent about the erroneous bill.
4. He also requested the Forum to revise the bills.

#### **2. Reply Submission of the Respondent:**

- i. The respondent submitted the PVR dated 09-06-2025 mentioning the meter reading as "37" KWH of meter no. TWST15050255 with a written submission of SDO Sohela received on 10-06-2025.
- ii. The respondent also agreed upon abnormal bill for the month of May'23 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 billed on actual meter readings up to Mar'2023 with a meter reading of "4015" of meter no. WLT287524 with a monthly average consumption of 236 units per month (Nov'21 to Mar'23). In the month of Apr-May'23, bill of 1940 units have been generated by recording the meter reading as "5955". Again, from Jun'2023 to Jan'2024 bills have been generated on actual meter reading basis with an average consumption of 208 units per month. It is also noted by the Forum that before and after the disputed month, the monthly average consumption is almost same. Therefore, it is presumed that there must be some temporary technical error in the meter during Apr-May'2023.
- b. It is also noted by the Forum that average billing has been done from Aug'2024 to Apr'2025 due to defective meter.
- c. In the meanwhile, a new meter bearing Sl. No. TWST15050255 has been installed on 04-06-2025 in the premises of the complainant.

## **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 May'23 is to be revised as per average consumption of meter no. WLT287524 from Jun'23 to Nov'23 as per Section 155 and 157 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.
- The average bills from Aug'2024 to Apr'2025 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.
- 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 31-01-2026.



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/ 77(2)

Date: 11.06.2025

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](http://www.tpwesternodisha.com)- Customer Zone- Grievance Redressal Forum- BGH- GRF case No. BGH 65 of 2025.