

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/84/2025				
2	Complainant	Name & Address:			Consumer No:	
		Surendra Sahu			5123-2108-0162	
		Katapali			Contact No.:	
		Dist-Bargarh			9437298973	
3	Respondent	Name			Division	
		SDO(Elect.), TPWODL, Bargarh-II			BED, TPWODL, Bargarh.	
4	Date of Application		18.07.2025			
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		18.07.2025			
9	Date of Order		05.08.2025			
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:			
	Surendra Sahu		SDO(Elect.), TPWODL, Bargarh-II			

PRESIDENT
 Grievance Redressal Forum
 TPWODL, Bargarh-768028

ORDER



Brief Facts of the Case

During the spot hearing at SDO-II Bargarh Electrical Sub-division under Bargarh Electrical Division camp on 18-07-2025, the complainant appeared before the Forum whereas SDO-Bargarh appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT- Domestic consumer having consumer No. 512321080162 with connected load of 1.00 KW. That the Complainant has raised objection regarding the abnormal/ average bills served to him from Nov'2013 to Jun'2021 and also submits that he was being wrongly billed on commercial category from the date of power supply instead of domestic category. 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 consumption bills have been served to him from Nov'2013 to Jun'2021 due to which high billings have been done resulted to accumulation of arrear.
2. He also submits that, he was being wrongly billed on commercial category from the date of power supply instead of domestic category
3. He further submits that; he had made verbal complaint 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 21-07-2025 mentioning the meter reading as "7940" KWH of meter no. LW338411 and a photo of the meter with a written submission of SDO Bargarh II received on 01-08-2025.
- ii. The respondent also submitted that the consumer was being billed on commercial tariff but after verification the tariff has been changed from

commercial to domestic from Nov'2023. As per the verbal submission made by the respondent, the bill revision for tariff change from commercial to domestic from the date of power supply is under process.



- iii. The respondent also agreed upon abnormal/ average consumption bills from Nov'2013 to Jun'2021 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 with installation of a meter bearing sl. No. WESCO264950 and bills on actual meter readings have been served up to Apr'2012 with a monthly average consumption of 189 units (Avg. from Apr'2011 to Apr'2012).
- b. From May'2012 to Oct'2013, billing has been done with meter sl. No. 8113162 with a monthly average consumption of 586 units which shows that either no proper meter reading has been taken or meter was defective. Again, from Nov'2013 to Jan'2021 provisional/average bills have been served.
- c. In the meanwhile, a new meter bearing Sl. No. LW338411 has been installed on 12-02-2021 in the premises of the complainant.
- d. It is noted by the Forum that, from the date of meter change to Jun'2021, the meter has recorded a monthly average consumption of 658 units (3291/5) whereas the average monthly consumption from Jul'2021 to Jun'2022 (After Disputed period) has been recorded by the meter is 105 units only which implied that the meter has been changed before Feb'2021. Further it is noted by the Forum that the manufacturing month and year of the meter has been mentioned as Feb'2019 on the meter, but as per billing data the meter has been changed in Feb'2021 which create doubts on the date of installation of the meter.
- e. 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.
- f. Therefore, it is decided by the Forum that the abnormal/average bills should be revised.

B.3

Directions of the forum





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


- The abnormal/ average bills served to him from Jul'2019 to Jun'2021(Two Years) are to be revised in domestic category as per average of six months consumption of meter no. LW338411 from Jul'21 to Dec'2021 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. Sami)
Co-Opted Member
Grievance Redressal Forum
TPWODL, Bargarh-768028
No. GRF/BGH/ 1025


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


(B. K. Singh)
President
Grievance Redressal Forum
Date: 05.08.2025

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- Customer Zone- Grievance Redressal Forum- BGH- GRF case No. BGH 84 of 2025.