

# 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/92/2025</b>			
2	Complainant	Name & Address:		Consumer No:	
		Shesadev Panda		5125-2213-0987	
		At-Badi,Kudopali,Bheden		Contact No.:	
		Dist-Bargarh		7684056365	
3	Respondent	Name		Division	
		SDO(Elect.), TPWODL, Bheden		BED, TPWODL, Bargarh.	
4	Date of Application		23.07.2025		
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		23.07.2025		
9	Date of Order		08.08.2025		
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:		
	Shesadev Panda		SDO(Elect.), TPWODL, Bheden		

*B.K.*

**PRESIDENT**  
Grievance Redressal Forum  
TPWODL, Bargarh-768028

## **ORDER**

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

During the spot hearing at Thuapali Electrical Section of Bheden Electrical Sub-division under Bargarh Electrical Division camp on 23-07-2025, the complainant appeared before the Forum whereas SDO- Bheden appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT- Domestic consumer having consumer No. 512522130987 with connected load of 1.00 KW. That the Complainant has raised objection regarding the abnormal billing from Jul'2023 to Sep'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, high consumption bills have been served to him from Jul'2023 to Sep'2023 due to which high billings have been done resulted to accumulation of arrear.
2. He further submits that; he had made verbal complaint 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 high consumption billing from Jul'2023 to Sep'2023 and agreed for revision of bills and submitted PVR and written submission dated 04-08-2025. 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 06-08-2021 with installation of a meter bearing sl. No. WLT199046 and bills on actual meter readings have been served up to Jun'2023 with a monthly average consumption of 270 units (Avg. from Aug'2021 to Jun'2023).
- b. For the month of Jul'2023 and Aug'2023, bills @ 1375 units and 1430 units have been raised on actual meter reading basis for which complainant deposited the meter testing fees of Rs.590.00 challenging the accuracy of the meter.

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- c. The said meter was removed by the MMG team for testing of the meter but wrongly the meter was sent to store and later on could not be traced.
- d. In the meanwhile, a new meter bearing Sl. No. TW02084242 has been installed on 05-10-2023 in the premises of the complainant but later on replaced with a smart meter bearing Sl. No. TWSP51136209 on 05-03-2024.
- e. It is noted by the Forum that, the new smart meter has recorded a monthly average consumption of 270 units (4312/16) whereas the consumption recorded in the meter no. WLT199046 during July to August 2023 was much higher than the monthly average consumption which implied that the meter was defective.
- f. It is also noted that, after meter change the billing for the month of Sep'2023 has been done @916 units taking the higher average units of previous billing despite the meter reading of the new meter has been recorded as "63", which also needs revision
- g. Hence, the Forum construed that, the abnormal 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 Jul'2023 to Sep'2023 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 in to 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.

  
 (B. K. Singh) 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/ 104/3/25 Date: 08/08/2025

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: Bhoingar, 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 92 of 2025.