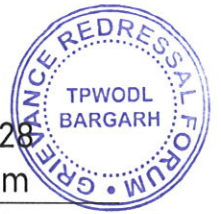


CONSUMER GRIEVANCE REDRESSAL FORUM

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/93/2025			
2	Complainant	Name & Address:		Consumer No:	
		President, Panipanchayat		5120-0106-5124	
		C/o-Purandar Pradhan		Contact No.:	
		At-Jamtikira, PO-Rusuda, Bheden, Dist-Bargarh		9937108357	
3	Respondent	Name		Division	
		EE(Elect.), BED, Bargarh, TPWODL		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:		
	President Panipanchayat Represented by Purandar Pradhan		SDO(Elect.), TPWODL, Bheden		

PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028

ORDER

Brief Facts of the Case

During the spot hearing at ESO-Thuapali 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-IRRIGATION PUMPING AND AGRICULTURE consumer having consumer No. 512001065124 with connected load of 10.00 HP. That the Complainant has raised objection regarding the abnormal consumption bill served to him for the month of Feb'23. 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 Feb'23 due to which high billings have been done and it 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 submitted the billing abstract from Jan'19 to Jun'25, PVR dated 31-07-2025 and meter change protocol sheet with a written submission of Superintending Engineer, BED, Bargarh received on 31-07-2025.
- ii. The respondent Submitted that, the consumer has complained regarding abnormal billing for the month of Feb'2023 i.e. for 328794 KVAH units and billing to the tune of Rs. 4.7 Lacs.
- iii. That, after due analysis of billing data it is found that, the LI Point has been charged on 01.12.2008 with due observation of all official formalities. The first bill raised in the month of 07/2009, but meter installed in 09/2009 and bills on the basis of actual meter reading raised up to 11/2013, but from 12/2013 PL Billing started and continued up to 12/2014.



B.3

PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028

- iv. That, again another meter bearing SI. No. WES43195 was installed during 01/15 and bills from 01/15 to 05/15 have been raised on the basis of actual meter reading. Again, PL Bills raised from 06/2015 to 01/2023.
- v. That, in 02/2023 the old meter bearing SI. No. WES43195 was replaced with a smart meter being SI. No. 10038357. The meter change protocol is attached herewith for favour of kind reference of the Ld. GRF.
- vi. That, in the month of 02/23 the billing has been done for 328794 units (KVAH) with applicable tariff for HT Agriculture purpose with due accounting of FMR of the old meter (WES43195) for 93 months with due adjustment of Provisional bills raised earlier.
- vii. That, later on the category has been changed from HT-AGRI-Irrigation Pumping and Agriculture to LT-AGRI-Irrigation Pumping and Agriculture on Dt.12.05.23 and thereafter bills have been raised with applicable tariff of LT Irrigation purpose.

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, as submitted by the respondent, the billing for the month of Feb'2023 (covering the period from Jun'2015 to 24-02-2023) has been done with the final KVAH reading i.e. 327859 of meter no. WES43195 as on date of meter change i.e. 24-02-2023. But as previously billing was being served on KWH reading, previous KVAH readings were not taken, which means the KVAH reading is the final meter reading of meter no. WES43195 from the date of installation which has been installed in Jan'2015 and billed in Feb'2023, which is wrong.
- b. It is also noted by the Forum that, the complainant is a Pani panchayat consumer and as it is a Govt. Project, after completion of work, the same must have been handed over to the respondent and supply has been released. Therefore, the respondent should have billed under LT category instead of HT category. So the HT billing made by the Respondent from the date of power supply is also not acceptable. However, the respondent has changed the category from HT to LT from May'2023.
- c. Again, it is noted by the Forum that, the complainant has been billed with a monthly average of 959 units from Sep'2009 to Nov'2013 with meter no. GWSC0158, but it is noted that the monthly average KWH recorded in the new

meter bearing sl. No. WES43195 is 2653 units (246693/93 months) which is much more than the previous average.

- d. As per regulation 111(vi) of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019, it is clearly mentioned that, "In addition, meters installed in the circuit shall be tested if study of consumption pattern changes drastically from the similar months or season of the previous years or if there is consumer's complaint pertaining to a meter. The standard reference meter of better accuracy class than the meter under test shall be used for site testing of consumer meters up to 650 volts. The testing for consumers meters above 650 volts should cover the entire metering system including CTs, VTs. Testing may be carried out through NABL accredited mobile laboratory using secondary injection kit, measuring unit and phantom loading or at any accredited test laboratory and recalibrated if required at manufacturer's works." But in this case no proper steps have been taken by the respondent.
- e. Therefore, it is construed by the Forum that, the reading taken after 93 months can not be taken as actual reading without testing of the accuracy of the meter.


Directions of the forum


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


- The provisional/abnormal bills from Mar'2021 to Feb'2023 (Two Years) are to be revised as per the average of six consecutive billing of new meter (10038357) 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. P. Sahu)
Co-Opted Member
Grievance Redressal Forum
TPWODL, Bargarh-768028
No. GRF/BGH-768028


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


(B. K. Singh)
President
Grievance Redressal Forum
TPWODL, Bargarh-768028
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: 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 93 of 2025.