

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/95/2025				
2	Complainant	Name & Address:		Consumer No:		
		Gananath Pradhan		5123-2204-0478		
		Bilasitikra, Tora		Contact No.:		
		Dist-Bargarh		9337891471		
3	Respondent	Name		Division		
		SDO(Elect.), TPWODL, Bargarh-II		BED, TPWODL, Bargarh.		
4	Date of Application		24.07.2025			
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				42,140,155 & 157
8	Date(s) of Hearing		24.07.2025			
9	Date of Order		10.09.2025			
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:			
	Gananath Pradhan		SDO(Elect.), TPWODL, Bargarh-II			

B.3

ORDER



Brief Facts of the Case

During the spot hearing at Tora section of SDO II Bargarh under Bargarh Electrical Division camp on 24-07-2025, the complainant appeared before the Forum whereas SDO- II 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. 5123-2204-0478 with connected load of 2.50 KW. That the Complainant has raised objection regarding the wrong bills served to him due to wrong meter change. 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 due to wrong meter change 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 produced the billing abstract from Feb'2016 to Jul'2025 and a PVR dated 22-08-2025 mentioning the meter reading as "13251" KWH of meter no. LW548646 with a written submission of SDO- II Bargarh received on 04-09-2025.
- ii. The respondent also agreed upon wrong meter change 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:

1. That the complainant has been billed on actual meter readings up to Feb'2019 with a meter reading of "7114" of meter no. 8163080. From Mar'2019 to

Page 2 of 3

PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028

Jun'2019 provisional bills have been served and in Jul'2019 a wrong bill on actual meter reading has been served showing advancement of meter reading as CMR "7984", whereas a new meter has already been changed in Apr'2019.



2. It is further noted and submitted by the respondent that, a meter change has been entered with wrong meter Sl. No. LW209511 on 16-04-2019. Later on, the correct meter no. LW548646 has been updated in Jul'2021 but reading has been updated in Feb'2022 as "5406" and bill for the month of Feb'2022 has been served with "5303" units which is disputed by the complainant.
3. Therefore, it is decided by the Forum that, the bills from Apr'2019 to Feb'2022 should be revised.

Directions of the forum

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

- The bills from Apr'2019 to Feb'2022 are to be revised taking the IMR as "0" and FMR as "5406" as per Section 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/ 139(3)	 (P. Dasbhaya) Member (Finance) Grievance Redressal Forum TPWODL, Bargarh-768028	 (B.K. Singh) President Grievance Redressal Forum TPWODL, Bargarh-768028 Date: 10.09.2025
--	--	--

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 95 of 2025.