

CONSUMER GRIEVANCE REDRESSAL FORUM

ELECTRICAL CIRCLE, BARGARH

First Floor, Raymond Building, Bandutikra Chowk, Bargarh-768028

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Present:

Sri B.K.Singh	...	President
Sri Pulakesh Dasbhaya	...	Member (Finance)
Sri D.R Sahu	...	Co-Opted Member

1	Case No.	BGH/98/2025			
2	Complainant	Name & Address:		Consumer No:	
		Jaladhar Patel		5154-1214-0319	
		Saogul, Bijadhal, Jharbandh		Contact No.:	
		Dist-Bargarh		9938099146	
3	Respondent	Name		Division	
		SDO(Elect.), TPWODL, Paikmal		BWED, TPWODL, Bargarh.	
4	Date of Application	25.07.2025			
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	25.07.2025			
9	Date of Order	<i>14.08.2025</i>			
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:		
	Jaladhar Patel		SDO(Elect.), TPWODL, Paikmal		

PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028

ORDER



Brief Facts of the Case

During the spot hearing at Jharbandh section of Paikmal Electrical Sub-division under Bargarh West Electrical Division camp on 25-07-2025, the complainant appeared before the Forum whereas SDO- Paikmal appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT- Domestic consumer having consumer No. 515412140319 with connected load of 0.50 KW. That the Complainant has raised objection regarding the abnormal consumption bills served to him from May'2024 to Jul'2024. 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 consumption bills have been served to him from May'2024 to Jul'2024 resulted in accumulation of arrear.
2. He further submits that; he had made verbal complain to the respondent about the erroneous bill.
3. He also requested the Forum to revise the bills and change of category to domestic.

2. Reply Submission of the Respondent:

- i. The respondent submitted the Physical Verification Report (PVR) dated 06-08-2025 with a written submission of SDO Paikmal, mentioning that high abnormal bills have been done from May'2024 to Jul'2024.
- ii. The respondent also agreed upon abnormal bills served to him from May'2024 to Jul'2024 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 Apr'2024 with a monthly average consumption of 21 units (Average from Jul'2019 to Apr'2024) with meter no. LW159664. From May'2024 to Jul'2024 bills have been generated on actual basis @2789 units, 2757 units and 2247 units respectively which seems abnormal.
2. After complaint made by the consumer, a new meter bearing Sl. No. TWST1727677 has been installed on 08-08-2024 in the premises of the complainant declaring the old meter as defective.
3. It is also noted that, after installation of the new meter, the monthly average consumption recorded is 12 units (Average from Aug'2024 to Jul'2025).
4. 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,

- The abnormal bills from May'2024 to Jul'2024 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 one month from the date of issue of this order.

Accordingly, the case is disposed of.


Co-Opted Member (Finance) (P. Dasbhuja)
Grievance Redressal Forum TPWODL, Bargarh-768028
No. GRF/BGH/ 114 (3)


President (B. K. Singh)
Grievance Redressal Forum TPWODL, Bargarh-768028
Date: 14/08/25

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 98 of 2025.