

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 Debendra Ranjan Sahu ... Co-Opted Member

1	Case No.	BGH/113/2026			
2	Complainant	Name & Address:		Consumer No:	
		Samita Bhue		5122-2502-0153	
		At-Kurla,Jampali,Attabira		Contact No.:	
Dist-Bargarh		9861890843			
3	Respondent	Name		Division	
		SDO(Elect.), TPWODL, Atabira		BED, TPWODL, Bargarh.	
4	Date of Application	09.03.2026			
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	09.03.2026			
9	Date of Order	15.04.26			
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:		
	Samita Bhue		SDO(Elect.), TPWODL, Atabira		


PRESIDENT
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TPWODL, Bargarh-768028

ORDER



Brief Facts of the Case

During the spot hearing camp at Attabira Electrical Sub-division under Bargarh Electrical Division on 09-03-2026, the complainant appeared before the Forum whereas SDO- Attabira appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT- Domestic consumer having consumer No. 5122-2502-0153 with connected load of 2.50 KW. That the Complainant has raised objection regarding the sundry amount of Rs.56602.55 added in his bill in the month of 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, sundry amount of Rs.56602.55 added in his bill in the month of Sep'2023 resulted to 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.

2. Reply Submission of the Respondent:

- i. The respondent submitted the PVR dated 06-04-2026 mentioning the meter reading as "1539" KWH of meter no. TWST1783402.
- ii. The respondent also agreed upon the sundry amount of Rs.56602.55 added in his bill in the month of Sep'2023 for delay meter updating. 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


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relevant documents, FG and Samadhan database (Licensee's soft records) and provisions of law have concluded as follows:



- a. That the complainant was given power supply on 29-12-2000 under Domestic category. It is noted from the billing database that the complainant has been billed on actual meter reading basis from Oct'2011 to Sep'2020 with a monthly average consumption of 182 units with meter number 8053959. From Oct'2020 to Aug'2023 average/provisional bills have been served.
- b. It is noted from the billing data that, a new meter bearing Sl. No. LW520456 was changed on 26-12-2020 but updated in the billing in Sep'2023 with a meter reading of "14763" with an average consumption of 434 units per month. From Oct'2023 onwards bills on actual meter reading have been served up to Oct'2024 with a monthly consumption of 202 units only with the same meter which is very low as compared to the monthly consumption of 434 units recorded in the meter during Dec'2020 to Sep'2023. For confirmation of date of meter change, the respondent was asked to submit the meter change protocol sheet, but respondent was unable to produce before the Forum.
- c. After that, the respondent has revised the bills from Dec'2020 to Aug'2023 for delay meter updation and an amount of Rs.56602.55 added in the bill of consumer in the month of Sep'2023 for a consumption of 14335 units with a monthly average consumption of 434 units which seems very abnormal as compared to the monthly average consumption of 182 units recorded in meter no. 8053959 and also monthly average consumption of 202 units recorded in the same meter during Oct'2023 to Oct'2024.
- d. Therefore, it is construed by the Forum that the meter bearing Sl. No. LW520456 has recorded abnormal consumption during Dec'2020 to Aug'2023 or the meter has been changed earlier based on which bill revision has been done.
- e. Again, a new meter bearing Sl. No. TWST1783402 has been installed on 05-12-2024 in the premises of the complainant. It is also noted by the Forum that the monthly average consumption recorded by the new meter from Dec'2024 to Mar'2026 is 95 units only.
- f. Therefore, it is decided by the Forum that the bill revision done by the respondent from Dec'2020 to Aug'2023 should be withdrawn.


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Directions of the forum




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

- The bill revision done by the respondent from Dec'2020 to Aug'2023 for Rs.56602.55 is to be withdrawn.
- The average bills served to the complainant from Sep'2021 to Aug'2023 (Two Years) 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.


(D.R. Sahu)
Co-Opted Member
Grievance Redressal Forum
TPWODL, Bargarh-768028
No. GRF/BGH/


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


(B.K. Singh)
PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028
Date: 15.04.26

Certified Copy to: 104 (3)

- 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 113 of 2026.