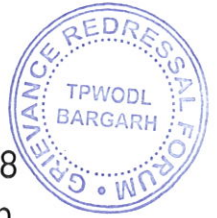


CONSUMER GRIEVANCE REDRESSAL FORUM

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/123/2026			
2	Complainant	Name & Address:		Consumer No:	
		Padmini Pradhan		5121-2113-0396	
		At-VSS Nagar, Ward No-18, Bargarh		Contact No.:	
3	Respondent	Name		Division	
		SDO(Elect.), TPWODL, Bargarh-I		BED, TPWODL, Bargarh.	
4	Date of Application	13.03.2026			
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	13.03.2026			
9	Date of Order	25.03.26			
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:		
	Padmini Pradhan Represented by Shiba Shankar Pradhan		SDO(Elect.), TPWODL, Bargarh-I		

ORDER



Brief Facts of the Case

During the spot hearing camp at SDO-I Bargarh Electrical Sub-division under Bargarh Electrical Division on 13-03-2026, the complainant appeared before the Forum whereas SDO-I 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. 5121-2113-0396 with connected load of 1.00 KW. That the Complainant has raised objection regarding the first bill for the month of Feb'2025 for a period of 78 months. 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, he has been given power supply from 2022 but no bill has been served despite several approach to the respondent. The respondent served the first bill for the month of Feb'2025 covering a period of 78 months with an amount of Rs.80009.23.
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 with a written submission of SDO I Bargarh dated 23-03-2026.
- ii. The respondent submitted that the power supply given to the consumer on 10-09-2018 but first bill generated in Feb'2025 having meter Sl. No. WLT139603 and actual bill has been generated as per meter reading. 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:

- That the complainant has been given power supply on 10-09-2018 with installation of a meter bearing Sl. No. WLT139603. It is also noted that no bills have been generated till Jan'2025 and first bill on actual meter reading generated for the month of Feb'2025 @ 17481 units covering a period of 78 months.
- It is also noted by the Forum that, as per regulation it is the duty of the respondent to serve bills in due time to the consumers but in this case no bills have been served for a period of more than 6 years and after that a high amount bill of Rs.80009.23 has been served at a time.
- It is also to mention here that as per regulation 152 (ii) of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019, it has been clearly mentioned that "*The Licensee/supplier shall not be eligible to recover any sum due from any consumer after the period of two years from the date when such sum became first due unless such sum has been shown continuously as recoverable as arrears of charges for electricity supplied and the licensee/supplier shall not cut off the supply of the electricity, as per provisions laid down under Section. 56(2) of the Act.*"
- Therefore, it is decided by the Forum that, the first bill served for 78 months should be limited to two years only.

Directions of the forum


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


- The bill for the month of Feb'2025 covering a period of 78 months is to be limited to 24 months only as per Regulation 152 (ii) of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019. The total consumption recorded in Feb'2025 is to be divided and restricted to 24 months only.
- 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


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


(B.K. Singh)
President
Grievance Redressal Forum
TPWODL, Bargarh-768028

No. GRF/BGH/ 100⁽³⁾

Date: 25.03.26

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 123 of 2026.