

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/127/2026			
2	Complainant	Name & Address:		Consumer No:	
		Gopabandhu Udgata		5121-2230-0005	
		At-D.N Joshi Complex, Block-B, Flat No-1/1, Bargarh		Contact No.: 8763874382	
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			42,140,155 & 157
8	Date(s) of Hearing	13.03.2026			
9	Date of Order	24.03.26			
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:		
	Gopabandhu Udgata		SDO(Elect.), TPWODL, Bargarh-I		

PRESIDENT

Page 1 of 4

Grievance Redressal Forum
TPWODL, Bargarh-768028



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. 5121-2230-0005 with connected load of 4.00 KW. That the Complainant has raised objection regarding the debit amount of Rs.17116.32 added in his bill in Nov'2025. 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, debit amount of Rs.17116.32 added in his bill in Nov'2025 which 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 written submission of SDO I Bargarh received on 23-03-2026.
- ii. The respondent also agreed upon the debit amount of Rs.17116.32 added in his bill in Nov'2025. The respondent also admitted that the same amount has been debited due to upward bill revision for the meter defective period limited to 2 years only. However, the respondent requested the Forum to take appropriate decision as necessary.


PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028



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. It is noted from the billing database that the complainant has been given power supply on 20-08-2016 and bills on actual meter readings have been served up to Apr'2024 with a monthly consumption of 338 units. From May'2024 to Feb'2025, provisional/average bills @ 378 units per month have been served due to defective meter.
2. In the meanwhile, a new meter bearing Sl. No. TWST15015129 was installed on 31-03-2025 in the premises of the consumer.
3. It is noted by the Forum that the monthly average consumption of new meter is 645 units by taking six consecutive billing of new meter. Therefore, the respondent has done upward bill revision from May'2024 to Mar'2025 and an amount of Rs.17116.32 added in his bill in Nov'2025.
4. It is also noted by the Forum that the complainant is a regular paying consumer and up to Oct'2025, no arrear was pending against his bill. Even after upward assessment debited against his bill, he is paying the current bill regularly. If the respondent would have changed the meter within due time, upward assessment could have been avoided.
5. Therefore, it is construed by the Forum that as the new meter has been installed just before the summer season, the bill revision for meter change assessment of Rs.17116.32 should be recasted by taking 12 months average consumption instead of 6 months average consumption.

Directions of the forum

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

1. The bill revision amount of Rs.17116.32 added in his bill in Nov'2025 for meter change assessment is to be recasted as per average of 12 months consumption instead of 6 months average consumption as per Section 157 of

Odisha Electricity Regulatory Commission Distribution (Conditions of Supply)
Code, 2019.





2. Any adjustments done during the revision period are also to be taken into consideration.
3. 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/

94 (3)

Date:

24.03.26

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 127 of 2026.