

# 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 Debendra Ranjan Sahu ... Co-Opted Member

1	Case No.	<b>BGH/128/2026</b>			
2	Complainant	Name & Address:		Consumer No:	
		Subasini Nayak		5121-2316-0304	
		At-Gangadhar Nagar, Bargarh		Contact No.:	
3	Respondent	Name		Division	
		SDO(Elect.), TPWODL, Bargarh-I		BED, TPWODL, Bargarh.	
4	Date of Application	16.03.2026			
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	16.03.2026			
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:		
	Subasini Nayak Represented by Kshetramohan Sasmal		SDO(Elect.), TPWODL, Bargarh-I		



## **ORDER**

### **Brief Facts of the Case**

During the spot hearing camp at SDO-Sohela Electrical Sub-division under Bargarh West-II Electrical Division on 16-03-2026, 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. 5121-2316-0304 with connected load of 2.00 KW. That the Complainant has raised objection regarding the debit amount of Rs.5146.73 added in his bill in Aug'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.5146.73 added in his bill in Aug'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.5146.73 added in his bill in Aug'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.



## **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 25-04-2022 and bills on actual meter readings have been served up to Jul'2024 with a monthly consumption of 150 units. From Aug'2024 to Dec'2024, provisional/average bills @ 114 units per month have been served due to defective meter.
2. In the meanwhile, a new meter bearing Sl. No. TWST1766603 was installed on 26-01-2025 in the premises of the consumer.
3. It is noted by the Forum that the monthly average consumption of new meter is 302 units by taking six consecutive billing of new meter. Therefore, the respondent has done upward bill revision from Aug'2024 to Dec'2024 and an amount of Rs.5146.73 added in his bill in Aug'2025.
4. It is also noted by the Forum that 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 the bill revision for meter change assessment of Rs.5146.73 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.5146.73 added in his bill in Aug'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 in to 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  
No. GRF/BGH/ 95(3)

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

  
**(B.K. Singh)**  
President  
Grievance Redressal Forum  
TPWODL, Bargarh-768028  
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](http://www.tpwesternodisha.com)- Customer Zone- Grievance Redressal Forum- BGH- GRF case No. BGH 128 of 2026.