

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/134/2026			
2	Complainant	Name & Address:		Consumer No:	
		Sashikanta Sahu		5152-0214-1353	
		At-Jaduganja, Chantipali Gaisilet, Dist-Bargarh		Contact No.: 6370972045	
3	Respondent	Name		Division	
		SDO(Elect.), TPWODL, Padampur		BWED, TPWODL, Bargarh.	
4	Date of Application	17.03.2026			
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	17.03.2026			
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:		
	Sashikanta Sahu		SDO(Elect.), TPWODL, Padampur		

PRESIDENT

Grievance Redressal Forum
TPWODL, Bargarh-768028

ORDER



Brief Facts of the Case

During the spot hearing camp at Padampur Electrical Sub-division under Bargarh West Electrical Division on 17-03-2026, the complainant appeared before the Forum whereas SDO- Padampur appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT- Domestic consumer having consumer No. 5152-0214-1353 with connected load of 0.50 KW. That the Complainant has raised objection regarding the sundry amount of Rs.22701.22 added in the bill of Jun'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, sundry amount of Rs.22701.22 added in the bill of Jun'2024 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 10-04-2026 mentioning the meter reading as "272" KWH of meter no. TWSP51354636.
- ii. The respondent also agreed upon the sundry amount of Rs.22701.22 added in the bill of Jun'2024 for delay meter updating. 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:

- a. That the complainant was given power supply on 11-10-2020 under Domestic category. It is noted from the billing database that the complainant has been billed on actual meter reading basis from Oct'2020 to Jul'2021 with a monthly average consumption of 30 units with meter number 1063362. From Aug'2021 to May'2024 provisional/average bills have been served.
- b. In the month of Jun'2024, the meter reading has been updated with CMR "6580" for a monthly average consumption of 146 units per month and a bill revision has been done by the respondent for the suppressed meter reading and an amount of Rs.22701.22 added in the bill of Jun'2024. From Jul'2024 to Oct'2025, bills on actual meter readings have been served with a monthly consumption of 196 units.
- c. In the instant case, this is a gross negligence of the respondent for not taking the meter readings for 34 months and penalizing the consumer by giving additional bills. The respondent could have tested the meter at that time for accuracy of the meter because the meter was not attended as long as for 34 months.
- d. It is noted from the billing data that, a new meter bearing Sl. No. TWSP51354636 has been changed on 08-12-2025 and the monthly average consumption recorded by the new meter up to Mar'2026 is 65 units only.
- e. Therefore, it is construed by the Forum that the meter bearing Sl. No. 1063362 has recorded abnormal consumption based on which bill revision has been done.
- f. Therefore, it is decided by the Forum that the bill revision done by the respondent for Rs.22701.22 should be withdrawn.

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 Jan'2021 to May'2024 for Rs.22701.22 is to be withdrawn.


- The average bills served to the complainant from Nov'2023 to Oct'2025 (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 31-07-2026.

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/

106 (3)

Date: 15.04.26

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 134 of 2026.