

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/137/2026				
2	Complainant	Name & Address:		Consumer No:		
		Parsuram Majhi		5120-0106-2401		
		At-Bijatora, Rout Pada, Bhatli, Dist-Bargarh		Contact No.: 6371351653		
3	Respondent	Name		Division		
		Executive Engineer (Elect.), BED, Bargarh, TPWODL.		BED, TPWODL, Bargarh.		
4	Date of Application		18.03.2026			
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		18.03.2026			
9	Date of Order		04.05.26			
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:			
	Parsuram Majhi		SDO(Elect.), TPWODL, Bhatli			



ORDER

Brief Facts of the Case

During the spot hearing camp at Bhatli Electrical Sub-division under Bargarh Electrical Division on 18-03-2026, the complainant appeared before the Forum whereas SDO- Bhatli appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT- Irrigation Pumping and Agriculture consumer having consumer No. 5120-0106-2401 with connected load of 2.50 KW. That the Complainant has raised objection regarding the debit amount of Rs.18880.20 added in his bill in Jun'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.18880.20 added in his bill in Jun'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 PVR dated 17-04-2026 with a written submission received on 18-04-2026.
- ii. The respondent submitted that, with due observation of all formalities service connection was released on Dt.21.11.2017 for a load of 3.00 HP for Irrigation pumping and agriculture purpose.
- iii. That, first bill has been raised in the month of June'2018 on PL Basis, and bills on same provisional / Avg. basis continued up to May'2025. In the meantime, a new meter had been installed on Dt.11.12.2023 which was reflected in billing during the month of Aug'2024 and necessary revision on the basis of meter reading has been done towards delay meter updation.


PRESIDENT

Grievance Redressal Forum
TPWODL, Bargarh-768028

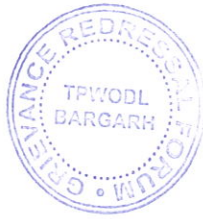
An amount of Rs.6567.78 has been adjusted in the bill against the same assessment towards delay meter updation.

- iv. That, later on during scrutiny it was found that the MF of the replaced meter had been wrongly mentioned as '1' instead of '3', accordingly reassessment with revised MF of '3' was done and Rs.18880.20 has been debited in the bill for the month of June'2025.

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 has been given power supply on 21-11-2017 without a meter and bills on average basis have been served up to Jun'2024.
- b. In the meanwhile, a new meter bearing Sl. No. 10048581 was installed on 11-12-2023 but updated in Jul'2024 with a meter reading of "6170". It is also noted that with the same meter reading the meter has been declared defective from Aug'2024.
- c. Later on, the respondent has done a bill revision for wrong M.F. of 1 instead of 3 as the complainant was availing 3-phase power supply on a single-phase meter and an amount of Rs.18880.20 added in his bill in Jun'2025 for "6170" KWH.
- d. It is also noted by the Forum that, the respondent has never billed on actual meter readings through meter no. 10048581 from the date of installation. The respondent billed on actual basis in Jul'2024 with a meter reading of "6170" KWH and "0" unit consumption and the very next month the meter was declared defective.
- e. The forum feels that it is unjustified to revise the bill for a meter reading which has been taken after 7 months for the first time and declared defective at the same meter reading.
- f. Hence, the Forum construed that, the bill revision of Rs.18880.20 should be withdrawn.



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.18880.20 added in Jun'2025 for is to be withdrawn 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


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


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

No. GRF/BGH/

Date: 04.05.26

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 137 of 2026.