

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/150/2026			
2	Complainant	Name & Address:		Consumer No:	
		Tarangi Sandha		5123-2201-0917	
		At-Sandha Tikra,Tora		Contact No.:	
		Dist-Bargarh		8458082873	
3	Respondent	Name		Division	
		SDO(Elect.), TPWODL, Bargarh-II		BED, TPWODL, Bargarh.	
4	Date of Application	19.03.2026			
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	19.03.2026			
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:		
	Tarangi Sandha		SDO(Elect.), TPWODL, Bargarh-II		

PRESIDENT

Grievance Redressal Forum
TPWODL, Bargarh-768028

ORDER



Brief Facts of the Case

During the spot hearing at SDO-II Bargarh Electrical Sub-division under Bargarh Electrical Division camp on 19-03-2026, the complainant appeared before the Forum whereas SDO- II 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. 5123-2201-0917 with connected load of 0.50 KW. That the Complainant has raised objection regarding the debit amount of Rs.9643.52 added in his bill in Jan'2026. 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.9643.52 added in his bill in Jan'2026 which resulted to accumulation of arrear.
2. The complainant also submits that, power supply has been given in Jan'2025 but bills have been raised from 2022.
3. He further submits that; he had made verbal complain to the respondent about the erroneous bill.
4. He also requested the Forum to revise the bills.

2. Reply Submission of the Respondent:

- i. The respondent also agreed upon the debit amount of Rs.9643.52 added in his bill in Jan'2026. The respondent also admitted that the same amount has been debited due to upward bill revision for the meter defective period from Jan'2023 to Dec'2024. The respondent also submitted in his PVR dated 08-04-2026 that "consumer line was connected

in Jan'2025." 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 02-01-2022 and bills on provisional/average basis have been raised up to Dec'2024.
2. In the meanwhile, a new meter bearing Sl. No. TWSP51238068 has been installed on 22-01-2025 in the premises of the consumer. The respondent has also submitted that the power supply was given in Jan'2025 but bills have been raised from Jan'2022.
3. But it is noted that the bill revision for meter change assessment has been done and an amount of Rs.9643.52 added in his bill in Jan'2026 for the period from Jan'2023 to Dec'2024 during which no power supply was there.
4. Therefore, it is construed by the Forum that, all the bills raised before Jan'2025 and the bill revision for Rs.9643.52 added in his bill in Jan'2026 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.9643.52 added in his bill in Jan'2026 for meter change assessment is to be withdrawn as per Section 157 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.
2. All the bills raised from Jan'2022 to Dec'2024 are to be withdrawn as per Section 157 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.
3. Any adjustments done during the revision period are also to be taken in to consideration.
4. 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
TPWGRF/BGH/1689


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


(B.K. Singh)
PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028
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 150 of 2026.