

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/156/2026			
2	Complainant	Name & Address:		Consumer No:	
		Bibhisan Taria		5125-2213-0679	
		At-Khairjhiti, Kudopali Thuapali, Dist-Bargarh		Contact No.: 6371350429	
3	Respondent	Name		Division	
		SDO(Elect.), TPWODL, Bheden		BED, TPWODL, Bargarh.	
4	Date of Application	09.04.2026			
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	09.04.2026			
9	Date of Order	30.04.26			
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:			
	Bibhisan Taria Represented by Niranjana Taria	SDO(Elect.), TPWODL, Bheden			

PRESIDENT

Grievance Redressal Forum
TPWODL, Bargarh-768028

ORDER



Brief Facts of the Case

During the spot hearing camp at Bheden Electrical Sub-division under Bargarh Electrical Division on 09-04-2026, the complainant appeared before the Forum whereas SDO- Bheden appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT- Domestic consumer having consumer No. 5125-2213-0679 with connected load of 0.11 KW. That the Complainant has raised objection regarding the amount of Rs.10800.00 added to his bill in May'2023 for defective period assessment and for the same period enforcement assessment was raised. 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, an amount of Rs.10800.00 added to his bill in May'2023 for defective period assessment resulted to accumulation of arrear.
2. He further submits that; for the same period, enforcement assessment was also raised which has been paid by him.
3. He also requested the Forum to revise the bills.

2. Reply Submission of the Respondent:

- i. The respondent submitted the PVR dated 13-04-2026 with a written submission received on 17-04-2026. The respondent submitted that the consumer was penalized on 10-08-2022 due to using power supply without meter which was settled in Feb'2026. It is also submitted that, an amount of Rs.10800.00 was debited in May'2023 for delay meter updating from Sep'2022 to Apr'2023.
- ii. 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:


- a. That the complainant has been given power supply on 15-02-2016 with installation of a new meter bearing Sl. No. 5948691 under domestic category. It is noted by the Forum that the complainant has been billed on actual basis up to Jul'2017 with a monthly average consumption of 22 units per month.
- b. From Aug'2017 to Apr'2023, provisional/average bills have been served with a monthly average consumption of 21 units.
- c. In the meanwhile, a new meter bearing Sl. No. TPWODL1085048 has been installed on 21-09-2022 in the premises of the complainant but updated in the billing in May'2023 with a meter reading of 2521 and a bill revision has been done for the consumption already available in the meter and an amount of Rs.10800.00 was debited in May'2023.
- d. It is also noted that, the enforcement assessment was done on 10-08-2022 (for the period prior to 10-08-2022) and the bill revision period for delay meter updation is Sep'2022 to Apr'2023 which is not covered in enforcement assessment period.


Directions of the forum

After observing the facts and records, the Forum Construed that, as the bill revision period does not include enforcement assessment period, the Forum is constraint to pass any order in respect of the grievance petition of the complainant.

Hence the instant case is hereby dropped.


(D.R. Sahu)
Co-opted Member
Grievance Redressal Forum
TPWODL, Bargarh-768028
No. GRF/BGH/
159(3)


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


(B.K. Singh)
PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028
Date: 30.04.26

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 156 of 2026.