

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/161/2026			
2	Complainant	Name & Address:		Consumer No:	
		Rajib Lochan Seth		5151-1322-0633	
		At-Neherunagar Barpali, Dist-Bargarh		Contact No.: 7008209238	
3	Respondent	Name		Division	
		SDO(Elect.), TPWODL, Barpali		BWED, TPWODL, Bargarh.	
4	Date of Application	10.04.2026			
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	10.04.2026			
9	Date of Order	29.04.26			
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:		
	Rajib Lochan Seth Represented by Mahesh Kumar Seth		SDO(Elect.), TPWODL, Barpali		

ORDER



Brief Facts of the Case

During the spot hearing at SDO Barpali under Bargarh West Electrical Division on 10-04-2026, the complainant appeared before the Forum whereas SDO Barpali appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT- Domestic consumer having consumer No. 5151-1322-0633 with connected load of 1.00 KW. That the Complainant has raised objection regarding the debit amount of Rs.8385.65 added in his bill in May'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.8385.65 added in his bill in May'2025 which resulted to accumulation of arrear.
2. He further submitted that his consumption has gone up as he has renovated his shop.
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 submitted the PVR dated 27-04-2026 with a written submission received on 28-04-2026.
- ii. The respondent also agreed upon the debit amount of Rs.8385.65 added in his bill in May'2025. The respondent also admitted that the same amount has been debited due to upward bill revision for the meter


PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028

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 08-07-2021 with installation of a new meter bearing Sl. No. WLT213970 and bills on actual meter readings have been raised up to Nov'2022 with a monthly average consumption of 72 units only. From Dec'2022 to Feb'2024, bills have been raised on provisional/average basis with a monthly average consumption of 203 units.
2. In the meanwhile, a new meter bearing Sl. No. TWSP51141891 was installed on 07-03-2024 in the premises of the consumer.
3. Taking the 6 months average consumption of new meter, it is noted that the monthly average consumption of new meter is 276 units. Therefore, the respondent has done upward bill revision for the meter defective period limited to 2 years only and an amount of Rs.8385.65 added in his bill in May'2025.
4. But as per submission of the complainant, his consumption has gone up due to renovation of the shop. The Forum also feels that the rise in consumption pattern from 72 units per month to 276 units per month may be due to renovation of the shop and load addition to the shop.
5. It is also noted by the Forum that, the respondent could have investigated and submitted the previous status of the shop to this Forum but no such steps have been taken by him.
6. Therefore, it is decided by the Forum that the amount of Rs.8385.65 added in his bill in May'2025 is to 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.8385.65 for meter change assessment 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
TPWODL, Bargarh-768028


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


(B.K.Singh)
President
Grievance Redressal Forum
TPWODL, Bargarh-768028
29.04.26

No. GRF/BGH/ 156 (3)

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 161 of 2026.