

# 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.	<b>BGH/162/2026</b>			
2	Complainant	Name & Address:		Consumer No:	
		Gopa Naik		5151-1322-0495	
		At-Rabanguda, Mahada		Contact No.:	
Barpali, Dist-Bargarh		9668031627			
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:		
	Gopa Naik Represented by Satya Naik		SDO(Elect.), TPWODL, Barpali		

**PRESIDENT**

Grievance Redressal Forum  
TPWODL, Bargarh-768028

## **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. 5151-1322-0495 with connected load of 0.04 KW. That the Complainant has raised objection regarding the debit amount of Rs.24395.28 added in his bill in Jul'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.24395.28 added in his bill in Jul'2025 which resulted to accumulation of arrear.
2. He further submitted that his consumption has gone up as he has shifted to the house in Jan'2024 after the completion of construction of his house.
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.24395.28 added in his bill in Jul'2025. The respondent also admitted that the same amount has been debited due to upward bill revision for the meter defective period limited to 2 years only. However, the respondent requested the Forum to take appropriate decision as necessary.

  
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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:

1. It is noted from the billing database that the complainant has been given power supply on 21-07-2018 with installation of a new meter bearing Sl. No. S269939 but provisional/average bills have been raised up to Dec'2023.
2. In the meanwhile, a new meter bearing Sl. No. TWB617412 was installed on 08-01-2024 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 220 units. Therefore, the respondent has done upward bill revision for the meter defective period limited to 2 years only and an amount of Rs.24395.28 added in his bill in Jul'2025.
4. But as per submission of the complainant, his house construction was not completed and construction works were going on. He has shifted to the house in Jan'2024.
5. It is also noted by the Forum that, the respondent has neither taken any meter reading nor tried to change the meter for more than 5 years which indicates that either no one was staying in that house or the house was under construction/repairing. The respondent could have investigated and submitted the previous status of the house 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.24395.28 added in his bill in Jul'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.24395.28 for meter change assessment is to be withdrawn as per Section 157 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.

  
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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  
No. GRF/BGH/

**(P. Dasbhaya)**

**Member (Finance)**

Grievance Redressal Forum  
TPWODL, Bargarh-768028

**(B.K. Singh)**

**PRESIDENT**

Grievance Redressal Forum  
TPWODL, Bargarh-768028

Date: 29.04.26

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](http://www.tpwesternodisha.com)- Customer Zone- Grievance Redressal Forum- BGH- GRF case No. BGH 162 of 2026.