

CONSUMER GRIEVANCE REDRESSAL FORUM

ELECTRICAL CIRCLE, BARGARH

First Floor, Raymond Building, Bandutikra Chowk, Bargarh-768028

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Present:

Sri B.K.Singh	...	President
Sri Pulakesh Dasbhaya	...	Member (Finance)
Sri D.R Sahu	...	Co-Opted Member

1	Case No.	BGH/164/2026			
2	Complainant	Name & Address:		Consumer No:	
		Sashibhusan Naik		5122-2205-0455	
		At-Kuketira, Banhar		Contact No.:	
		Atabira, Dist-Bargarh		7708175802	
3	Respondent	Name		Division	
		SDO(Elect.), TPWODL, Attabira		BED, TPWODL, Bargarh.	
4	Date of Application		15.04.2026		
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			42,140,155 & 157
8	Date(s) of Hearing		15.04.2026		
9	Date of Order		15.05.26		
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:		
	Sashibhusan Naik Represented by Madhusudan Naik		SDO(Elect.), TPWODL, Attabira		

ORDER



Brief Facts of the Case

During the spot hearing at Godbhaga Section of Attabira Sub Division under Bargarh Electrical Division on 15-04-2026, the complainant appeared before the Forum whereas SDO Attabira appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT- Domestic consumer having consumer No. 5122-2205-0455 with connected load of 0.50 KW. That the Complainant has raised objection regarding the debit amount of Rs.3854.16 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.3854.16 added in his bill in May'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 27-04-2026 with a written submission received on 28-04-2026.
- ii. The respondent also agreed upon the debit amount of Rs.3854.16 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 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 01-01-2019 under Kutir Jyoti category and bills have been raised up to Aug'2021 under KTJ tariff. The tariff has been changed to Domestic category with installation of a new meter bearing Sl. No. LW538077 on 09-09-2021 and bills on actual meter readings have been raised up to May'2023 with a monthly average consumption of 74 units only. From Jun'2023 to Feb'2024, bills have been raised on actual basis with nil consumption with a remark "NOT IN USE". The bill for the month of Mar'2024 has been raised on provisional basis with a remark "NO DISPLAY ON METER".
2. In the meanwhile, a new meter bearing Sl. No. TWST1758463 was installed on 29-04-2024 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 96 units. Therefore, the respondent has done upward bill revision for the meter defective period limited to 2 years only and an amount of Rs.3854.16 added in his bill in May'2025.
4. But it is noted by the Forum that the assessment period covered for bill revision has "0" consumption on actual meter reading showing as "Not in Use" by the respondent. Therefore, the upward bill revision for the same period is not justified.
5. Therefore, it is decided by the Forum that the amount of Rs.3854.16 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.3854.16 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
Grievance Redressal Forum
TPWODL, Bargarh-768028


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

No. GRF/BGH/

172⁽³⁾

Date: 15.05.26

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 164 of 2026.