

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/17/2026 | | | |
| 2 | Complainant | Name & Address: | | Consumer No: | |
| | | Ajit Kumar Debta | | 5151-0112-0645 | |
| | | At-Jogimunda,Barpali | | Contact No.: | |
| | | Dist-Bargarh | | 9938701116 | |
| 3 | Respondent | Name | | Division | |
| | | SDO(Elect.), TPWODL, Barpali | | BWED, TPWODL, Bargarh. | |
| 4 | Date of Application | 13.01.2026 | | | |
| 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 | 13.01.2026 | | | |
| 9 | Date of Order | 31.01.26 | | | |
| 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: | | |
| | Ajit Kumar Debta | | SDO(Elect.), TPWODL, Barpali | | |



ORDER

Brief Facts of the Case

During the spot hearing camp at Barpali Electrical Sub-division under Bargarh West Electrical Division on 13-01-2026, 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. 5151-0112-0645 with connected load of 2.00 KW. That the Complainant has raised objection regarding the sundry amount of Rs.24613.00 added in his bill in the month of Jun'2023. 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, sundry amount of Rs. 24613.00 added in his bill in the month of Jun'2023 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 22-01-2026 with a written submission of SDO Barpali received on 29-01-2026.
- ii. The respondent also agreed upon the sundry amount of Rs. 24613.00 added in bill of consumer in the month of Jun'2023 for delay meter updating. However, the respondent requested the Forum to take appropriate decision as necessary.


PRESIDENT

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 was given power supply on 15-08-2015. It is noted from the billing database that the complainant has been billed on actual meter reading basis from Aug'2015 to May'2017 with a monthly average consumption of 104 units with meter number WCV25115. Again, the complainant has been billed on actual meter reading basis from Sep'2017 to Jun'2021 with a monthly average consumption of 83 units with meter number WLT004960.
- b. It is noted from the billing data that, a new meter bearing Sl. No. TPWODL1131035 was changed on 05-12-2022 but updated in the billing in Jun'2023 with a meter reading of "4930" with an average consumption of 704 units per month. From Jul'2023 onwards bills on actual meter reading have been served up to Dec'2025 with a monthly consumption of 407 units only with the same meter which is very low as compared to the monthly consumption of 704 units recorded in the meter during Dec'2022 to Jun'2023. For confirmation of date of meter change, the respondent was asked to submit the meter change protocol sheet, but respondent was unable to produce before the Forum.
- c. After that, the respondent has revised the bills from Nov'2022 to May'2023 for delay meter updation and an amount of Rs. 24613.00 added in bill of consumer in the month of Jun'2023 for a consumption of 4930 units for 7 months with a monthly average consumption of 704 units which seems very abnormal as compared to the monthly average consumption of 104 units recorded in meter no. WCV25115 and also monthly average consumption of 407 units recorded in the same meter during Jul'2023 to Dec'2025.
- d. Therefore, it is construed by the Forum that the meter bearing Sl. No. TPWODL1131035 has recorded abnormal consumption during Dec'2022 to Jun'2023 or the meter has been changed earlier based on which bill revision has been done.
- e. Therefore, it is decided by the Forum that the bill revision done by the respondent from Nov'2022 to May'2023 should be withdrawn.



Directions of the forum

In view of the above findings and discussions, the Forum is of the view that,

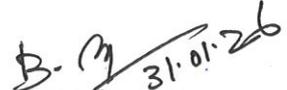
- The bill revision done by the respondent from Nov'2022 to May'2023 for Rs. 24613.00 is to be withdrawn.
- The average bills served to the complainant from Jan'2022 to May'2023 are to be revised as per the average of six months consumption (From Jul'2023 to Dec'2023) as per Section 155 and 157 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.
- Any adjustments done during the revision period are also to be taken in to consideration.
- 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/ 16⁽³⁾


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


(B.K. Singh)
PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028
Date: 31.01.26

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 17 of 2026.