

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 Pulakesh Dasbhaya

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Member (Finance)

Sri D.R Sahu

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Co-Opted Member

1	Case No.	BGH/177/2026			
2	Complainant	Name & Address:			Consumer No:
		Jasamun Bibi			5121-2411-0294
		At-Pathan pada, Ward No-07,			Contact No.:
		Bargarh			9777209698
3	Respondent	Name			Division
		SDO(Elect.), TPWODL, Bargarh-I			BED, TPWODL, Bargarh.
4	Date of Application		14.05.2026		
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		14.05.2026		
9	Date of Order		22.05.2026		
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:		
	Jasamun Bibi Represented by Sayad Abu Kalam		SDO(Elect.), TPWODL, Bargarh-I		

ORDER



Brief Facts of the Case

During the spot hearing camp at SDO I Bargarh under Bargarh Electrical Division on 14-05-2026, the complainant appeared before the Forum whereas SDO- I Bargarh appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT- Domestic consumer having consumer No. 5121-2411-0294 with connected load of 0.25 KW. That the Complainant has raised objection regarding the sundry amount of Rs.75592.89 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.75592.89 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 07-05-2026 mentioning the meter reading as "20537" KWH of meter no. WLT122811.
- ii. The respondent also agreed upon the sundry amount of Rs.75592.89 added in his bill in the month of Jun'2023 for delay meter updating. 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 was given power supply on 30-05-2018 under Domestic category. It is noted from the billing database that the complainant has been billed on provisional/average basis from May'2018 to May'2023.
- b. It is noted from the billing data that, a new meter bearing Sl. No. WLT122811 was changed on 23-10-2021 but updated in the billing in Jun'2023 with a meter reading of "13738" with an average consumption of 654 units per month. From Jul'2023 onwards bills on actual meter reading have been served up to Apr'2026 with a monthly consumption of 203 units only with the same meter which is very low as compared to the monthly consumption of 654 units recorded in the meter during Oct'2021 to Jun'2023. It is also noted by the Forum that, the same meter has been ordered/manufactured in 2017 as printed on the meter. 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 Oct'2021 to Apr'2023 for delay meter updation and an amount of Rs.75592.89 added in his bill in the month of Jun'2023 for a consumption of 13375 units with a monthly average consumption of 704 units which seems very abnormal as compared to the monthly average consumption of 203 units recorded in the same meter during Jul'2023 to Apr'2026.
- d. Therefore, it is construed by the Forum that the meter bearing Sl. No. WLT122811 has recorded abnormal consumption during Oct'2021 to Apr'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 Oct'2021 to Apr'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 Oct'2021 to Apr'2023 for Rs.75592.89 is to be withdrawn.
- The average bills served to the complainant from Oct'2021 to Apr'2023 are to be revised as per the average of six consecutive billing of new meter (Average

from May'2023 to Oct'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.


Co-opted Member
(D.R. Sahu)
Grievance Redressal Forum
TPWODL, Bargarh-768028
Co-Opted Member

No. GRF/BGH/ 175 (B)


(P. Dashbhaya)
Member (Finance)
Grievance Redressal Forum
TPWODL, Bargarh-768028
Date: 22.05.2026

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 177 of 2026.