

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 D.R Sahu	...	Co-Opted Member

1	Case No.	BGH/201/2025			
2	Complainant	Name & Address:		Consumer No:	
		Chaitanya Padhan		5124-2101-1006	
		Bhatli ,Near Dadhibaban Temple, Dist-Bargarh		Contact No.: 8456031226	
3	Respondent	Name		Division	
		SDO(Elect.), TPWODL, Bhatli		BED, TPWODL, Bargarh.	
4	Date of Application	15.11.2025			
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	15.11.2025			
9	Date of Order	25.11.2025			
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:		
	Chaitanya Padhan		SDO(Elect.), TPWODL, Bhatli		

ORDER



Brief Facts of the Case

During the spot hearing camp at SDO Bhatli Electrical Sub-division under Bargarh Electrical Division on 15-11-2025, the complainant appeared before the Forum whereas SDO- Bhatli appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT- Domestic consumer having consumer No. 5124-2101-1006 with connected load of 1.00 KW. That the Complainant has raised objection regarding the first bill for the month of Feb'2025 for a period of 110 months and again 111 months bill in Mar'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, he has been given power supply from 2016 but no bill has been served despite several approach to the respondent. The respondent served the first bill for the month of Feb'2025 covering a period of 110 months with an amount of Rs.35589.81 and again in Mar'2025 again a bill for 111 months has been served with an amount of 52787.04.
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 20-11-2025 received on 24-11-2025.
- ii. The respondent submitted that the power supply has been given to the consumer on 01-01-2016 but first provisional bill generated in Feb'2025 for 110 months and in Mar'2025 again a bill for 111 months has been

Page 2 of 4


PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028

served after installation of new meter. 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:

- That the complainant has been given power supply on 01-01-2016 as per FG data. It is noted that no bills have been generated till Jan'2025 and first bill on provisional basis generated for the month of Feb'2025 @ 8054 units covering a period of 110 months.
- It is also noted by the Forum that, as per regulation it is the duty of the respondent to serve bills in due time to the consumers but in this case no bills have been served for a period of 9 years and after that a high amount bill of Rs. Rs.35589.81 has been served at a time.
- In the meanwhile, a new meter bearing Sl. No. TWST15017069 has been installed on 19-03-2025 and again bill for the month of Mar'2025 has been served for 111 months taking the meter reading of new meter plus average units for 110 months which is wrong.
- It is also to mention here that as per regulation 152 (ii) of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019, it has been clearly mentioned that "*The Licensee/supplier shall not be eligible to recover any sum due from any consumer after the period of two years from the date when such sum became first due unless such sum has been shown continuously as recoverable as arrears of charges for electricity supplied and the licensee/supplier shall not cut off the supply of the electricity, as per provisions laid down under Section. 56(2) of the Act.*"
- Therefore, it is decided by the Forum that, the first bill served for 110 months should be limited to 24 months (two years) only and the bill for the month of march is to be revised to one month only.


PRESIDENT

Grievance Redressal Forum
TPWODL, Bargarh-768028

Directions of the forum





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

- The bills for the month of Feb'2025 covering a period of 110 months is to be limited to 24 months only as per Regulation 152 (ii) of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.
- The bills from Mar'2023 to Mar'2025 are to be revised as per as per the average of six consecutive billing of new meter 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


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


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

No. GRF/BGH/

206⁽¹⁾

Date: 25.11.2025

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 201 of 2025.