

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/201/2026				
2	Complainant	Name & Address:		Consumer No:		
		Paramananda Bhoi		5154-1107-0894		
		At/Po-Paikmal		Contact No.:		
		Dist-Bargarh		6370775361		
3	Respondent	Name		Division		
		SDO(Elect.), TPWODL, Paikmal		BWED, TPWODL, Bargarh.		
4	Date of Application		05.06.2026			
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		05.06.2026			
9	Date of Order		30.06.26			
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:			
	Paramananda Bhoi		SDO(Elect.), TPWODL, Paikmal			

ORDER



Brief Facts of the Case

During the spot hearing at Paikmal Sub-division under Bargarh West Electrical Division on 05-06-2026, the complainant appeared before the Forum whereas SDO- Paikmal appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT- Domestic consumer having consumer No. 5154-1107-0894 with connected load of 1.00 KW. That the Complainant has raised objection regarding the first bill for the month of Dec'2022 for a period of 66 months. 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

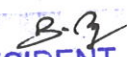
Both parties were present in the hearing. The contentions made by the parties are as follows:

1. Submission of the Complainant:

1. The complainant submits that, he has been given power supply from 2017 but no bill has been served despite several approach to the respondent. The respondent served the first bill for the month of Dec'2022 covering a period of 66 months with an amount of Rs.16104.30.
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 05-06-2026 with a remark "An abnormal consumption of 10000 units was added to the December month bill at one time which needs to be revised and corrected."
- ii. The respondent submitted that the power supply given to the consumer on 08-06-2017 but first bill served in Dec'2022 having meter Sl. No. WLT003997 and actual bill has been generated as per meter reading. However, the respondent requested the Forum to take appropriate decision as necessary.


PRESIDENT
Grievance Redressal Forum
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:

- That the complainant has been given power supply on 08-06-2017 with installation of a meter bearing SI. No. WLT003997. It is also noted that provisional bills have been generated till Nov'2022 and first bill on actual meter reading generated for the month of Dec'2022 @ 10054 units covering a period of 66 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 more than 5 years and after that a high amount bill has been served at a time.
- 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 66 months should be limited to two years only.

Directions of the forum

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

- The bill for the month of Dec'2022 covering a period of 66 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 total consumption recorded in Dec'2022 is to be divided and restricted to 24 months only.
- 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. Dasbhaya)
 Member (Finance)
 Grievance Redressal Forum
 TPWODL, Bargarh-768028


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

No. GRF/BGH/ 215 (3)

Date: 30.06.26

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 201 of 2026.