

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/224/2026				
2	Complainant	Name & Address:		Consumer No:		
		Kishor Maharana		5124-2210-0685		
		At-Kapasira, Bhukta		Contact No.:		
		Dist-Bargarh		8658554811		
3	Respondent	Name		Division		
		SDO(Elect.), TPWODL, Bhukta		BED, TPWODL, Bargarh.		
4	Date of Application		17.06.2026			
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				
8	Date(s) of Hearing		17.06.2026			
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:			
	Kishor Maharana		SDO(Elect.), TPWODL, Bhukta			

PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028

ORDER



Brief Facts of the Case

During the spot hearing at Bhukta Electrical Sub-division under Bargarh Electrical Division camp on 17-06-2026, the complainant appeared before the Forum whereas SDO Bhukta appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT- Domestic consumer having consumer No. 5124-2210-0685 with connected load of 0.02 KW. That the Complainant has raised objection regarding the debit amount of Rs.5896.60 added in his bill in Mar'2026. 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.5896.60 added in his bill in Mar'2026 which resulted to accumulation of arrear.
2. He further submits that, he was not staying at house and the power supply was disconnected.
3. The complainant also submits that, power supply has been reconnected in Mar'2025 but meter change assessment has been done from 2023.
4. He further submits that; he had made verbal complain to the respondent about the erroneous bill.
5. He also requested the Forum to revise the bills.

2. Reply Submission of the Respondent:

- i. The respondent also agreed upon the debit amount of Rs.5896.60 added in his bill in Mar'2026. The respondent also admitted that the same amount has been debited due to upward bill revision for the meter defective period limited to two years only. The respondent also submitted

in his PVR dated 18-06-2026 that "consumer line was reconnected in Mar'2025." 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 20-09-2013.
2. It is noted by the Forum that bills have been raised on actual meter reading basis from May'2019 to Jun'2023 with a very low monthly average consumption of 4 units which shows that the house was vacant/disconnected as submitted by the complainant.
3. From Jul'2023 to Mar'2025, provisional bills have been raised showing the meter as defective.
4. In the meanwhile, a new meter bearing Sl. No. TWSP51281671 has been installed on 15-08-2025 in the premises of the consumer. The respondent has also submitted that the power supply was reconnected in Mar'2025 but bills have been raised from Jan'2022.
5. But it is noted that the bill revision for meter change assessment has been done and an amount of Rs.5896.60 added in his bill in Mar'2026 for the period from Jul'2023 to Aug'2025.
6. Therefore, it is construed by the Forum that, as the power supply was reconnected in Mar'2025, the bill revision for Rs.5896.60 added in his bill in Mar'2026 for a period of two years should be limited to Mar'2025 to Jul'2025.

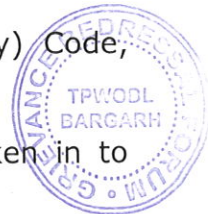
Directions of the forum

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

1. The bill revision amount of Rs.5896.60 for meter change assessment for two years is to be limited to Mar'2025 to Jul'2025 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
No. GRF/BGH/
2/6 (1)


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


(B.K. Singh)
President
Grievance Redressal Forum
TPWODL, Bargarh-768028
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 224 of 2026.