

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/234/2025						
2	Complainant	Name & Address:			Consumer No:			
		Radheshyam Sahu			5151-0107-0206			
		At-Talipada, Barpali,			Contact No.:			
		Dist-Bargarh			9556046009			
3	Respondent	Name			Division			
SDO(Elect.), TPWODL, Barpali			BWED, TPWODL, Bargarh.					
4	Date of Application	16.12.2025						
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					42,140,155 & 157		
8	Date(s) of Hearing	16.12.2025						
9	Date of Order	31.12.25						
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:					
	Radheshyam Sahu		SDO(Elect.), TPWODL, Barpali					



ORDER

Brief Facts of the Case

During the spot hearing camp at Barpali Sub-division under Bargarh West Electrical Division on 16-12-2025, 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. 5151-0107-0206 with connected load of 1.58 KW. That the Complainant has raised objection regarding the amount of Rs.17591.60 which has been added to his bill in Apr'2023 despite full arrear payment by him on 16-02-2023 by availing OTS. He requested for withdrawal of the amount added in his bill 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, amount of Rs. 17591.60 which has been added to his bill in Apr'2023 despite full arrear payment by him on 16-02-2023 by availing OTS 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 also agreed upon OTS payment availing OTS rebate on 16-02-2023.
- ii. As per verbal submission of the respondent, a new meter bearing Sl. No. LW625664 was replaced on 24-10-2021 but reflected in Apr'2023 bill. After that a bill revision was made for Oct'2021 to Apr'2023 with final meter reading "5038" and debited in bill amounting to Rs. 17591.60.

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PRESIDENT

**Grievance Redressal Forum
TPWODL, Bargarh-763028**

iii. 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. That the complainant has an arrear of Rs. Rs.11253.46 as on 31-12-2022 which was eligible for OTS scheme. As submitted by the complainant and also noted from the billing data that the complainant has paid all the dues on 16-02-2023 and availed an OTS rebate of Rs.4450.01.
2. It is also noted from the billing data that, provisional/average bills have been served from Apr'2021 to Mar'2023.
3. In the meanwhile, a new meter was replaced on 24-10-2021 but reflected in the bill in Apr'2023 (after 2 years) with a meter reading of "5140". After that a bill revision has been done for delay meter updation and an amount of Rs. 17591.60 has been added in the bill in Apr'2023 bill.
4. It is pertinent to mention here that, it is the duty of the respondent to serve correct bill to the consumer but in this case provisional/average bills have been served for almost two years and though meter has been changed in 2021 it has not been reflected after 2 years which is a gross negligence made by the respondent.
5. It was the duty of the respondent to check the correctness of the bills and arrears before going for OTS. One Time Settlement Scheme was introduced by Hon'ble commission to recover the arrears on a specific date. Whatever the arrear amount shown in the ledger as on effective date of OTS is applicable to both the parties i.e. Respondent and the consumer. It is not that the consumer is paying the arrear amount on his own, the respondent is demanding the specific arrear amount to be paid by the consumer for availing the OTS rebate.
6. In this case, the amount demanded by the respondent has been paid by the complainant on 16-02-2023 and by giving the OTS rebate the respondent is also admitted that the arrear against the complainant is NIL as on 16-02-2023 (i.e. on the effective date of OTS). Therefore, claiming a bill for the periods before 16-02-2023 is not justified.

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Therefore, it is decided by the Forum that, the bill revision amount of Rs. 17591.60 done by the respondent should be withdrawn.

Directions of the forum

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

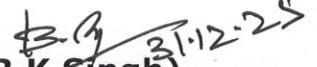
- The bill revision added in the bill for Rs. 17591.60 by the respondent is to be withdrawn as per Section 157 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.
- Any adjustments done during the revision period are also to be taken in to consideration.
- DPS 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/
260


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


(B.K.Singh)
President
Grievance Redressal Forum
TPWODL, Bargarh-768028
Date: 31/12/25

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 234 of 2025.