

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/35/2026			
2	Complainant	Name & Address:		Consumer No:	
		Deepak Kumar Biswal		5123-2107-0530	
		At/Po-Katapali		Contact No.:	
		Dist-Bargarh		8327719679	
3	Respondent	Name		Division	
		SDO(Elect.), TPWODL, Bargarh-II		BED, TPWODL, Bargarh.	
4	Date of Application	21.01.2026			
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	29.01.2026			
9	Date of Order	20.02.26			
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:		
	Deepak Kumar Biswal		SDO(Elect.), TPWODL, Bargarh-II		

ORDER



Brief Facts of the Case

The present case has been registered in this forum vide Case No. 35 of 2026. Brief facts pertaining to the case are that the Complainant is a LT- Domestic consumer having consumer No. 5123-2107-0530 with contract demand of 1.00 KW under the area of Bargarh Electrical Division. That the Complainant has raised objection regarding the sundry amount of Rs.20698.54 added in his bill in Oct'2022.

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. 20698.54 added in his bill in the month of Oct'2022 resulted to accumulation of arrear.
2. The complainant also submits that the house was given on rent in 2018-19 for a period of 3 to 4 months. After that the house was vacant and later on after renovation of the house he is staying in the house from Dec'2025.
3. He further submits that; he had made verbal complain to the respondent about the erroneous bill.
4. He also requested the Forum to revise the bills.

2. Reply Submission of the Respondent:

- i. The respondent submitted the PVR dated 02-02-2026 mentioning the meter reading as "8764" KWH of meter no. LW449577.
- ii. The respondent also agreed upon the sundry amount of Rs. 20698.54 added in bill of consumer in the month of Oct'2022 for suppress meter readings available in the 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:

- a. That the complainant was given power supply on 24-09-2018. It is noted from the billing database that the complainant has been billed on average/provisional basis from Sep'2018 to Sep'2022.
- b. It is also noted from the billing data that, a new meter bearing Sl. No. LW449577 was changed on 01-02-2019 but updated in the billing in Oct'2022 with a meter reading of "8183" with an average consumption of 182 units per month. From Nov'2022 onwards bills on actual meter reading have been served up to Nov'2025 with a monthly consumption of 14 units only with the same meter which proves that the house was vacant and also submitted by the complainant that he has used the supply for renovation work from time to time.
- c. After that, the respondent has revised the bills from Feb'2019 to Sep'2022 for suppress meter readings available in the meter and an amount of Rs. 20698.54 added in bill of consumer in the month of Oct'2022 for a consumption of 7997 units for 44 months with a monthly average consumption of 182 units.
- d. It is also noted by the Forum that, the manufacturing month/year of the meter bearing Sl. No. LW449577 is 07/2019 and as per respondent the same meter has been installed in Feb'2019 before manufacturing of the meter which is never possible. 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.
- e. Therefore, it is construed by the Forum that as the date of meter installation is not correct, the meter reading available in the meter can not be taken as consumption of the complainant.
- f. Therefore, it is decided by the Forum that the bill revision done by the respondent from Feb'2019 to Sep'2022 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 Feb'2019 to Sep'2022 for Rs. 20698.54 is to be withdrawn.
- 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/ 28(3)

Date: 20.02.26

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 35 of 2026.