

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/53/2026			
2	Complainant	Name & Address:		Consumer No:	
		Kesab Meher		5150-0106-3264	
		At-Pandkipali, Sohela		Contact No.:	
3	Respondent	Name		Division	
		Executive Engineer (Elect.), BWED-II, Bargarh TPWODL,		BWED-II, TPWODL, Bargarh.	
4	Date of Application	09.02.2026			
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			42,140,155 & 157
8	Date(s) of Hearing	09.02.2026			
9	Date of Order	24.02.26			
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:		
	Kesaba Meher		SDO(Elect.), TPWODL, Sohela		

B.K.

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PRESIDENT

Grievance Redressal Forum
TPWODL, Bargarh-768028



ORDER

Brief Facts of the Case

During the spot hearing at SDO-Sohela under Bargarh West Electrical Division camp on 09-02-2026, the complainant appeared before the Forum whereas SDO- Sohela appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT- Irrigation Pumping and Agriculture consumer having consumer No. 5150-0106-3264 with connected load of 2.50 KW. That the Complainant has raised objection regarding the debit amount of Rs.12936.15 added in his bill in Sep'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, debit amount of Rs.12936.15 added in his bill in Sep'2025 which resulted to accumulation of arrear.
2. The complainant also requests the Forum to recast the meter change assessment by taking 12 months average consumption instead of 6 months average consumption as agriculture is seasonal.
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 29-12-2025 mentioning the KWH as "2817" of meter no. 10098753.
- ii. The respondent also agreed upon the debit amount of Rs.12936.15 added in his bill in Sep'2025. The respondent also admitted that the same amount has been debited due to upward bill revision for the meter

defective period limited to 2 years only. 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 23-04-2021. From Apr'2021 to Nov'2024, provisional/average bills have been served.
2. In the meanwhile, a new meter bearing Sl. No. TWSC59037865 was installed on 12-01-2025 in the premises of the consumer.
3. It is noted by the Forum that the monthly average consumption of new meter is 658 units by taking six consecutive billing of new meter. Therefore, the respondent has done upward bill revision limited to 2 years and an amount of Rs.12936.15 has been added in the bill.
4. But, as requested by the complainant that as agriculture is seasonal, meter change assessment to be considered by taking 12 months average consumption instead of 6 months.
5. Therefore, it is construed by the Forum that, the bill revision for meter change assessment Rs.12936.15 should be recasted by taking 12 months average consumption instead of 6 months average consumption.

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.12936.15 for meter change assessment is to be re-casted as per average of 12 months consumption instead of 6 months average consumption 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 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/

39(3)


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


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

24.02.26

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 53 of 2026.