

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/57/2026			
2	Complainant	Name & Address:		Consumer No:	
		Rajib Padhan		5151-0202-0043	
		At-Kanbar, Barpali		Contact No.:	
		Dist-Bargarh		7894356720	
3	Respondent	Name		Division	
		SDO(Elect.), TPWODL, Barpali		BWED, TPWODL, Bargarh.	
4	Date of Application	11.02.2026			
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	155 & 157			
8	Date(s) of Hearing	11.02.2026			
9	Date of Order	16.03.26			
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:			
	Rajiba Pradhan	SDO(Elect.), TPWODL, Barpali			

ORDER



Brief Facts of the Case

During the spot hearing camp at Barpali Electrical Sub-division under Bargarh West Electrical Division on 11-02-2026, 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. 5151-0202-0043 with connected load of 1.00 KW. That the Complainant has raised objection regarding the sundry amount of Rs.47738.81 added in his bill in the month of Mar'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, sundry amount of Rs.47738.81 added in his bill in the month of Mar'2025 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.

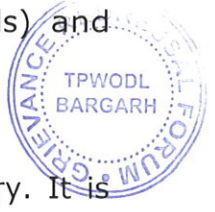
2. Reply Submission of the Respondent:

- i. The respondent submitted the PVR dated 25-02-2026 with a written submission of SDO Barpali received on 28-02-2026.
- ii. The respondent also agreed upon the sundry amount of Rs.47738.81 added in his bill in the month of Mar'2025 for delay meter updating. 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 under Domestic category. It is noted from the billing database that the complainant has been billed on actual meter reading basis from Oct'2001 to Oct'2007 with a monthly average consumption of 44 units with meter number 132060. Again, the complainant has been billed on actual meter reading basis from Aug'2020 to Apr'2022 with a monthly average consumption of 171 units with meter number LW15041.
- b. It is noted from the billing data that, a new meter bearing Sl. No. TPWODL1131635 was changed on 23-11-2022 but updated in the billing in Mar'2025 with a meter reading of "10813" with an average consumption of 373 units per month. From Apr'2025 onwards bills on actual meter reading have been served up to Feb'2026 with a monthly consumption of 241 units only with the same meter which is very low as compared to the monthly consumption of 373 units recorded in the meter during Nov'2022 to Mar'2025. 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.
- c. After that, the respondent has revised the bills from Nov'2022 to Feb'2025 for delay meter updation and an amount of Rs.47738.81 added in bill of consumer in the month of Mar'2025 for a consumption of 10399 units with a monthly average consumption of 373 units which seems very abnormal as compared to the monthly average consumption of 171 units recorded in meter no. LW15041 and also monthly average consumption of 241 units recorded in the same meter during Apr'2025 to Feb'2026.
- d. Therefore, it is construed by the Forum that the meter bearing Sl. No. TPWODL1131635 has recorded abnormal consumption during Nov'2022 to Mar'2025 or the meter has been changed earlier based on which bill revision has been done.
- e. Therefore, it is decided by the Forum that the bill revision done by the respondent from Nov'2022 to Feb'2025 should be withdrawn.


PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028


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 Nov'2022 to Mar'2025 for Rs.47738.81 is to be withdrawn.
- The average bills served to the complainant from Mar'2023 to Feb'2025 (Two years) are to be revised as per the average recorded in the meter from Apr'2025 to Feb'2026 (241 units) as per Section 155 and 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


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


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

No. GRF/BGH/

76 (3)

Date:

16.03.26

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 57 of 2026.