

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/61/2026 | | | |
| 2 | Complainant | Name & Address: | | Consumer No: | |
| | | Thabira Mishra | | 5121-2205-0083 | |
| | | At-Gourpada, Bargarh | | Contact No.: | |
| 3 | Respondent | Name | | Division | |
| | | SDO(Elect.), TPWODL, Bargarh-I | | BED, TPWODL, Bargarh. | |
| 4 | Date of Application | 13.02.2026 | | | |
| 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 | 13.02.2026 | | | |
| 9 | Date of Order | 06.03.26 | | | |
| 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: | | |
| | Thabira Mishra Represented by Pratyush Ranjan Mishra | | SDO(Elect.), TPWODL, Bargarh-I | | |

ORDER



Brief Facts of the Case

During the spot hearing at SDO II Bargarh under Bargarh Electrical Division on 13-02-2026, the complainant appeared before the Forum whereas SDO- I Bargarh appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT- Domestic consumer having consumer No. 5121-2205-0083 with connected load of 2.00 KW. That the Complainant has raised objection regarding the debit amount of Rs.23863.74 added in his bill in Jan'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.23863.74 added in his bill in Jan'2026 which resulted to accumulation of arrear.
2. He further submitted that his consumption has gone up as he has shifted to the house in Jun'2025 after the completion of construction of his house. He also submitted the pictures in support of his arguments
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 26-08-2025 mentioning that "the supply and meter not found at site".
- ii. The respondent also agreed upon the debit amount of Rs.23863.74 added in his bill in Jan'2026. 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 27-09-2023 and bills on actual meter readings has been done up to May'2024 on a monthly average consumption of 20 units with meter no. 300083629. From Jun'2024 to Apr'2025, provisional/average bills with a monthly average of 38 units have been served.
2. In the meanwhile, a new meter bearing Sl. No. TWST15054855 was installed on 13-06-2025 in the premises of the consumer.
3. Taking the 6 months average consumption of new meter, it is noted that the monthly average consumption of new meter is 404 units. Therefore, the respondent has done upward bill revision for the meter defective period limited to 2 years only and an amount of Rs.23863.74 added in his bill in Jan'2026.
4. But as per submission of the complainant, his house construction was not completed and construction works were going on. He has shifted to the house in Jun'2025 and in support of his arguments he submitted the pictures of house construction and Gruha Pravesh puja.
5. Therefore, it is decided by the Forum that the amount of Rs.23863.74 added in his bill in Jan'2026 is to be withdrawn.

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.23863.74 for meter change assessment is to be withdrawn 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


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


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

No. GRF/BGH/

55(3)

Date: 06.03.26

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 61 of 2026.