

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/62/2026			
2	Complainant	Name & Address:		Consumer No:	
		Sashikanta Bhoi		5150-0116-6712	
		At-Jhar, Ghenss		Contact No.:	
		Dist-Bargarh		8018029097	
3	Respondent	Name		Division	
		Executive Engineer(Elect.), TPWODL, BWED-II, Bargarh		BWED-II, TPWODL, Bargarh.	
4	Date of Application	16.02.2026			
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	16.02.2026			
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:		
	Sashikanta Bhoi		SDO(Elect.), TPWODL, Ghenss		

ORDER



Brief Facts of the Case

During the spot hearing at Ghenss Sub-division under Bargarh West Electrical Division on 16-02-2026, the complainant appeared before the Forum whereas SDO- Ghenss 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. 5150-0116-6712 with connected load of 2.50 KW. That the Complainant has raised objection regarding the debit amount of Rs.28838.69 added in his bill in Aug'2023. 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.28838.69 added in his bill in Aug'2023 which 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.

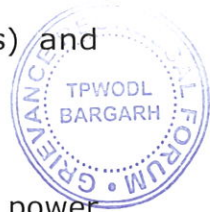
2. Reply Submission of the Respondent:

- i. The respondent also agreed upon the debit amount of Rs.28838.69 added in his bill in Aug'2023. The respondent also admitted that the same amount has been debited due to upward bill revision for the meter defective period from Jan'2021 to Oct'2022. 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 10-05-2018 without a meter and bills on average/provisional basis have been done up to Sep'2022 with a monthly average consumption of 700 units.
2. In the meanwhile, a new meter bearing Sl. No. TPU37128 has been installed on 06-06-2022 in the premises of the consumer. It is noted by the Forum that the respondent has taken the new meter average from Oct'2022 to May'2023 and bill has been revised @ 1549 units per month and an amount of Rs.28838.69 added in his bill in Aug'2023 for the revision period from Jan'2021 to Oct'2022.
3. But it is noted by the Forum that, as the new meter bearing Sl. No. TPU37128 has been installed on 06-06-2022, the respondent has not taken the consumption up to Dec'2022 (6 months average). It is pertinent to mention here that, the meter reading as on 02-01-2023 was "1908" (as no reading was available in Dec'2022) which was to be taken for calculation of monthly average consumption. It is noted by the Forum that the monthly average recorded by the meter is 273 units only (1908/7), but respondent has calculated @ 1549 units per month which is wrong.
4. Therefore, it is construed by the Forum that, the bill revision for Rs.28838.69 added in his bill in Aug'2023 should 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.28838.69 added in the bill in Aug'2023 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/ 78 (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 62 of 2026.