

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/69/2026			
2	Complainant	Name & Address:		Consumer No:	
		Dayanidhi Patel		5150-0116-1153	
		At-Mundela, Paikmal		Contact No.:	
		Dist-Bargarh		9178120348	
3	Respondent	Name		Division	
		SDO(Elect.), TPWODL, Barpali		BWED, TPWODL, Bargarh.	
4	Date of Application	17.02.2026			
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	17.02.2026			
9	Date of Order	<i>16.03.26</i>			
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:		
	Dayanidhi Patel Represented by Bihari Patel		SDO(Elect.), TPWODL, Paikmal		

ORDER



Brief Facts of the Case

During the spot hearing at Paikmal Sub-division under Bargarh West Electrical Division on 17-02-2026, the complainant appeared before the Forum whereas SDO- Paikmal 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. 5150-0116-1153 with connected load of 02.50 KW. That the Complainant has raised objection regarding the bills served to him from Sep'2024 due to wrong meter number and wrong meter reading. 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, wrong bills have been served to him from Sep'2024 due to wrong meter number and wrong meter reading due to which high billings have been done 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 18-12-2025 mentioning the meter Sl. No. as 10052440 with meter reading as "3014" KWH with a remark "In system the meter number for above consumer is 10051440 and meter reading is 15366."
- ii. The respondent also agreed upon wrong bills from Sep'2024 and agreed for revision of bills. 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. That the complainant has been billed on actual meter readings up to Jan'2018. From Feb'2018 to Aug'2024 provisional/average bills have been generated.
2. In the meanwhile, a new meter bearing Sl. No. 10052440 has been installed on 24-09-2024 in the premises of the complainant but wrongly entered in the system as 10051440 which was installed against consumer no. 515001164442 and bills have been raised as per meter readings of meter no. 10051440.
3. As per submission of the respondent the meter installed at site is having Sl. No. 10052440 and the meter reading as on 18-12-2025 is "3014". In support of his submission, the respondent has submitted the photo of the meter with readings.
4. It is also noted by the Forum that the meter number has been corrected in the system as 10052440 but the meter readings has not been corrected.
5. Therefore, it is decided by the Forum that, the bills from Sep'2025 onwards should be revised.

Directions of the forum

In view of the above findings and discussions, the Forum is of the view that,

- The bills from Sep'2024 onwards to be revised as per present meter readings available in meter no. 10052440 and current meter reading is to be updated in billing immediately as per Section 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

No. GRF/BGH/ 793)

Certified Copy to:

- 1) The Zonal Head, Bargarh Zone, TPWODL, Bargarh.
- 2) The Chief Legal, TPWODL, Burla.


(P. Dasbhaya)

Member (Finance)

Grievance Redressal Forum
TPWODL, Bargarh-768028


(B.K. Singh)

PRESIDENT

Grievance Redressal Forum
TPWODL, Bargarh-768028

Date: 16.03.26

"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: Bhoingar, 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 69 of 2026.