

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/70/2026			
2	Complainant	Name & Address:		Consumer No:	
		Dibakar Suna		5154-1103-1160	
		Dungripali, Paikmal		Contact No.:	
3	Respondent	Name		Division	
		SDO(Elect.), TPWODL, Paikmal		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	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:			
	Dibakar Suna	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- Domestic consumer having consumer No. 5154-1103-1160 with connected load of 1.00 KW. That the Complainant has raised objection regarding the debit amount of Rs.116674.17 added in his bill in Dec'2022. 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.116674.17 added in his bill in Dec'2022 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 submitted the PVR dated 19-12-2025 received on 17-02-2026 with a remark that "the consumer is running a LI point in Domestic line which leads to excess consumption. Hence, he is advised to separate the LI connection from Domestic line."
- ii. The respondent also agreed upon the sundry amount of Rs.116674.17 added in his bill in Dec'2022 for the suppressed consumption recorded in the meter 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:

- a. That the complainant has been given power supply on 08-02-2017 with a connected load of 1.00 KW and bills meter readings have been served up to Jun'2021 with meter bearing Sl. No. WUV31011 for a monthly average of 102 units with a meter reading of "5402".
- b. From Jul'2021 to Oct'2022 provisional bills have been served and in Nov-Dec'2022, the meter reading has been updated with "20642" with a difference of 15240 units. It is noted from the bill revision data available in FG that an amount of Rs. 116674.17 has been added in bill for 20638 units instead of 15240 units and also the respondent has not adjusted the provisional units billed properly. The provisional units billed during Jul'2021 to Oct'2022 is 1660 units whereas the unit adjusted is 196 units only.
- c. As per submission of the respondents, the consumer is running a LI point in Domestic line which leads to excess consumption. The complainant also submitted that due to ignorance, he has not applied for a separate LI point. The Forum also feels that the average monthly consumption of 102 units up to Jun'2021 was for Domestic purpose only and the consumption recorded beyond 102 units has been used by Lift Irrigation purpose.
- d. The Forum construed that the complainant should not be penalized for his ignorance of tariff difference between Domestic and Lift Irrigation, therefore it is decided by the Forum that the revision made by the respondent should be withdrawn and the bills should be revised again.

Directions of the forum

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

1. The wrong bill revision amount of Rs.116674.17 is to be withdrawn as per Section 157 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.


2. The consumption recorded in the meter from Jul'2021 to Dec'2022 are to be divided in two parts i.e. 102 units per month is to be revised as per domestic tariff and rest units are to be revised as per Lift Irrigation tariff.
3. The respondent is directed to give another supply for Lift Irrigation purpose following all the formalities mentioned in the regulation.
4. Any adjustments done during the revision period are also to be taken in to consideration.
5. 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
Member (Finance)
Grievance Redressal Forum
TPWODL, Bargarh-768028


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

No. GRF/BGH/ 57⁽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: 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 70 of 2026.