

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/71/2026			
2	Complainant	Name & Address:		Consumer No:	
		Arun Sarta		5154-1103-0722	
		At-Kudhariphasa, 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				42,140,155 & 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:			
	Arun Sarta	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. 5154-1103-0722 with connected load of 0.50 KW. That the Complainant has raised objection regarding the debit amount of Rs.10425.87 added in his bill in May'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.10425.87 added in his bill in May'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.10425.87 added in his bill in May'2023. The respondent also admitted that the same amount has been debited due to upward bill revision for the meter defective period from Feb'2019 to Dec'2020. The respondent also submitted in his PVR dated 18-12-2025. 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 24-07-2011 and bills on actual meter readings has been done up to Feb'2016 with meter no. WESCO9060727 with a monthly average consumption of 25 units. From Mar'2016 to Dec'2020, provisional/average bills with a monthly average of 31 units have been served.
2. In the meanwhile, a new meter bearing Sl. No. LW519144 has been installed on 04-02-2021 in the premises of the consumer and the monthly average consumption for 6 months has been recorded is 117 units. But it is noted from the billing database that the monthly average consumption recorded from Feb'2021 to Dec'2022 is 90 units whereas the monthly average consumption recorded from Jan'2023 to Aug'2024 is 33 units in the same meter. Therefore, it is construed by the Forum that the meter has been installed before Feb'2021 and the meter readings available in the meter has been adjusted during Feb'2021 to Dec'2022.
3. It is also noted that a new meter bearing Sl. No. TWST15108027 has been installed on 10-06-2025 and the monthly average consumption recorded in the new meter is 33 units (average up to Jan'2026) which shows that the monthly average consumption of the complainant is around 30 units from the date of power supply.
4. Therefore, it is construed by the Forum that, the bill revision for Rs.10425.87 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.10425.87 added in his bill in May'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
No. GRF/BGH/ 58 (1)

(P. Dasbhaya)

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

(B.K. Singh)
President

Grievance Redressal Forum
TPWODL, Bargarh-768028
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 71 of 2026.