

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/75/2026			
2	Complainant	Name & Address:		Consumer No:	
		EE, OLIC Division, Paraskhandi-III, Paikmal		5150-0106-0406	
		Dist-Bargarh		Contact No.: 9777761982	
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:		
	EE, OLIC, Paraskhandi-III Represented by Hemakanta Sahu		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. 5150-0106-0406 with connected load of 10.00 HP. That the Complainant has raised objection regarding the debit amount of Rs.146920.20 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.146920.20 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.146920.20 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 Mar'2017 to Aug'2021. The respondent also submitted in his PVR dated 18-12-2025 that "there is no power supply from Mar'2017 to Aug'2021." 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 27-02-2015 and bills on actual meter readings has been done up to Feb'2017 with meter no. WES47075 with a monthly average consumption of 143 units. From Mar'2017 to Aug'2021, provisional/average bills with a monthly average of 1784 units have been served.
2. In the meanwhile, a new meter bearing Sl. No. 10017900 has been installed on 06-05-2023 in the premises of the consumer. But it is noted from the billing database that no meter reading has been updated in the billing up to Dec'2025 and only fixed charges bills have been raised. The meter reading has been updated in Jan'2026 as "2698".
3. But it is noted that the bill revision for meter change assessment has been done and an amount of Rs.146920.20 added in his bill in Aug'2023 without any consumption recorded in the meter which is wrong. It is also noted that a bill revision has been done in Sep'2021 and an amount of Rs.146920.20 has been deducted from the bill showing the power supply disconnected during Mar'2017 to Aug'2021.
4. Therefore, it is construed by the Forum that, the bill revision for Rs.146920.20 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.146920.20 added in his 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.

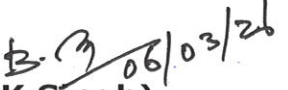


The Opposite party is directed to submit the compliance report to this Forum within one month from the date of issue of this order.

Accordingly, the case is disposed of.


(D.R. Sahu)
Co-Opted Member
Grievance Redressal Forum
TPWODL, Bargarh-768028
No. GRF/BGH/
62⁽³⁾


(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 75 of 2026.