

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/84/2026			
2	Complainant	Name & Address:		Consumer No:	
		Santosh Sa		5124-2202-0395	
		Dungri, Bhukta		Contact No.:	
		Dist-Bargarh		9938732101	
3	Respondent	Name		Division	
		SDO(Elect.), TPWODL, Bhukta		BED, TPWODL, Bargarh.	
4	Date of Application	19.02.2026			
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	19.02.2026			
9	Date of Order	26.02.26			
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:			
	Santosh Sa Represented by Usat Sa	SDO(Elect.), TPWODL, Bhukta			

B.K.

PRESIDENT

Grievance Redressal Forum
TPWODL, Bargarh-768028



ORDER

Brief Facts of the Case

During the spot hearing at Bhukta Sub-division under Bargarh Electrical Division camp on 19-02-2026, the complainant appeared before the Forum whereas SDO- Bhukta appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT- Domestic consumer having consumer No. 5124-2202-0395 with connected load of 2.50 KW. That the Complainant has raised objection regarding the amount of Rs.102554.75 added in his bill in Feb'2025 due to faulty meter. 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, an amount of Rs.102554.75 added in his bill in Feb'2025 due to faulty meter 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 20-02-2026 with a written submission received on 21-02-2026.
- ii. The respondent also agreed upon high billing and agreed for revision of bills. However, the respondent requested the Forum to take appropriate decision as necessary.



PRESIDENT

Grievance Redressal Forum
TPWODL, Bargarh-761123

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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 25-04-2007 with a connected load of 1.00 KW and bills on meter readings have been served up to May'2015 with meter bearing Sl. No. 2027954 for a monthly average of 82 units. Again, it is noted by the Forum that, from Jul'2015 to Aug'2019 bills on meter readings have been served with meter bearing Sl. No. WCV24861 for a monthly average of 102 units.
- b. From Sep'2019 to Jan'2025 average/wrong bills have been served with a monthly consumption of 139 units. In the meanwhile, a new meter bearing Sl. No. TPWODL1099052 had been installed on 14-12-2023 but updated in billing in Feb'2025 with a meter reading of "19715" for a monthly average consumption of 1314 units (Average from Dec'2023 to Feb'2025). Again, it is noted from the billing data that the same meter has recorded a monthly average consumption of 1099 units from Mar'2025 to Aug'2025 which seems very abnormal.
- c. Furthermore, the respondent has revised the bills from Dec'2023 to Jan'2025 for late updation of meter and an amount of Rs.102554.75 added in his bill in Feb'2025.
- d. The respondent could have checked and test the meter at that time but no necessary steps were taken for consumption variation recorded in the meter.
- e. Again, a new meter bearing Sl. No. TWST15087428 has been installed on 26-09-2025 and bills on actual meter readings have been served with a monthly average of 100 units per month (average up to Jan'2026) which leads the Forum to construed that the previous meter bearing Sl. No. TPWODL1099052 was defective.
- f. Therefore, it is decided by the Forum that the bills raised with meter no. TPWODL1099052 should be revised.

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.102554.75 added in his bill in Feb'2025 for meter change assessment is to be withdrawn as per Section 157 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.
2. The bills served to the complainant from Sep'2023 to Aug'2025 (Two Years) are to be revised as per the average of six consecutive billing of new meter as per Section 155 and 157 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.
3. Any adjustments done during the revision period are also to be taken in to consideration.
4. 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 30-04-2026.

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/ 46⁽³⁾

Date: 26.02.26

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 84 of 2026.