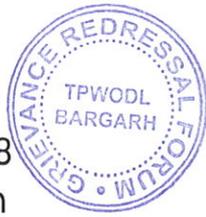


CONSUMER GRIEVANCE REDRESSAL FORUM

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/01/2026				
2	Complainant	Name & Address:		Consumer No:		
		Satya Narayan Sahu		5152-1617-0528		
		At-Antarla,Dahita		Contact No.:		
Padampur,Dist-Bargarh		9556158813				
3	Respondent	Name		Division		
		SDO(Elect.), TPWODL, Padampur		BWED, TPWODL, Bargarh.		
4	Date of Application		06.01.2026			
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		06.01.2026			
9	Date of Order		21.01.26			
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:			
	Satya Narayan Represented by Gouri Shankar Sahu		SDO(Elect.), TPWODL, Padampur			

B.K.S

PRESIDENT

**Grievance Redressal Forum
TPWODL, Bargarh-768028**

ORDER



Brief Facts of the Case

During the spot hearing camp at Padampur Electrical Sub-division under Bargarh West Electrical Division on 06-01-2026, the complainant appeared before the Forum whereas SDO Padampur appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT- Domestic consumer having consumer No. 5152-1617-0528 with connected load of 0.50 KW. That the Complainant has raised objection regarding the abnormal/ average bills served to him from May'2022 to Nov'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, abnormal/ average bills served to him from May'2022 to Nov'2022 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 abnormal/average billing and agreed for revision of bills and submitted PVR dated 19-01-2026. However, the respondent requested the Forum to take appropriate decision as necessary.

Findings and observations of the Forum

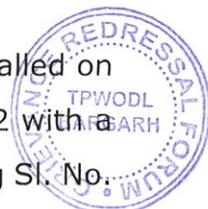
Written/verbal Submissions were made by both parties and arguments were heard at length. This Forum, after hearing the parties and going through the relevant documents, FG and Samadhan database (Licensee's soft records) and provisions of law have concluded as follows:

- a. That the complainant has been given power supply on 01-08-2018 under Kutir Jyoti Category without a meter and bills have been served up to Apr'2022 as per Kutir Jyoti Tariff.



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Grievance Redressal Forum
TPWODL, Bargarh-768029



- b. In the meanwhile, a new meter bearing Sl. No. LW355600 has been installed on 20-10-2021 in the premises of the complainant but updated in Nov'2022 with a final meter reading of "11984" while changing another new meter bearing Sl. No. 300062955 on 15-12-2022. For which the bill of Nov'2022 has wrongly been generated @ 4009 units which is disputed by the complainant.
- c. However, it is noted by the Forum that the bills from May'2022 to Nov'2022 have been revised by the respondent on 03-01-2026 and an amount of Rs.24408.59 has been deducted from the bill. But it is also noted by the Forum that due to wrong billing in Nov'2022, a DPS amount of Rs.7922.19 has been charged in Mar'2023 which is not justified.
- d. Hence, the Forum construed that, the DPS amount of Rs.7922.19 should be withdrawn.

Directions of the forum

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

1. The DPS amount of Rs.7922.19 charged in Mar'2023 for wrong billing 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


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


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

No. GRF/BGH/ 05^(B)

Date: 21.01.26

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 01 of 2026.