

# 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.	<b>BGH/152/2026</b>				
2	Complainant	Name & Address:		Consumer No:		
		Lalit Mohan Singh Kopat		5154-1103-1846		
		At-Munikel, Jhitki		Contact No.:		
		Paikmal, Dist-Bargarh		9777263025		
3	Respondent	Name		Division		
		SDO(Elect.), TPWODL, Paikmal		BWED, TPWODL, Bargarh.		
4	Date of Application		08.04.2026			
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		08.04.2026			
9	Date of Order		21.04.26			
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:			
	Lalit Mohan Singh Kapat		SDO(Elect.), TPWODL, Paikmal			

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

## ORDER



### Brief Facts of the Case

During the spot hearing at Paikmal Electrical Sub-division under Bargarh West Electrical Division camp on 08-04-2026, 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. 5154-1103-1846 with connected load of 1.00 KW. That the Complainant has raised objection regarding the high consumption bills served to him for the month of 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, high consumption bill has been served to him for the month of Dec'2022 resulted to accumulation of arrear.
2. He also submits that, provisional bills have been served to him from Sep'2018 though his supply was disconnected.
3. He further submits that; he had made verbal complain to the respondent about the erroneous bill.
4. He also requested the Forum to revise the bills.

#### **2. Reply Submission of the Respondent:**

- i. The respondent submitted the PVR dated 13-04-2026 received on 16-04-2026 with a written submission of SDO Paikmal.
- ii. The respondent submitted that high amount bill generated due to wrong meter reading for which credit sundry had been given in Feb'2023 but the sundry amount was reversed in May'2023.
- iii. The respondent also agreed upon wrong bill for the month of Dec'2022 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

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

relevant documents, FG and Samadhan database (Licensee's soft records) and provisions of law have concluded as follows:



- That the complainant has been given power supply on 25-07-2008 under domestic category with a connected load of 1.00 KW and bills on actual meter readings have been served up to Aug'2022 with a reading of "11695" with meter no. 5535561A. The bill for the month of Sep-Oct'2022 has been raised on provisional basis.
- The bill for the month of Nov-Dec'2022 has been raised @ 3305 units with a wrong meter reading of "15000".
- It is also noted by the Forum that the wrong meter reading has been corrected as "11720" in Jan-Feb'2023. From Mar'2023 bills on actual meter readings have been served.
- Therefore, it is decided by the Forum that the bills from Sep'2022 to Feb'2023 are to be revised.


### **Directions of the forum**


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

- The bills from Sep'2022 to Feb'2023 are to be revised by taking the IMR as "11695" and FMR as "11720" as per Section 157 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.
- Any adjustments done during the revision period are also to be taken in to consideration.
- 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/  
118(3)

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

  
**(B.K. Singh)**  
President  
Grievance Redressal Forum  
TPWODL, Bargarh-768028  
Date: 21.04.26

Certified Copy to:

- The Zonal Head, Bargarh Zone, TPWODL, Bargarh.
- 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](http://www.tpwesternodisha.com)- Customer Zone- Grievance Redressal Forum- BGH- GRF case No. BGH 152 of 2026.