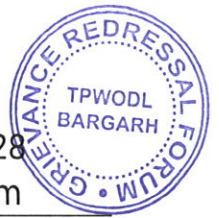


CONSUMER GRIEVANCE REDRESSAL FORUM

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 D.R Sahu	...	Co-Opted Member

1	Case No.	BGH/159/2025			
2	Complainant	Name & Address:		Consumer No:	
		Netra Sahu		5152-0304-0237	
		At-Pandaripani, Melchhamunda		Contact No.:	
		Dist-Bargarh		7848966094	
3	Respondent	Name		Division	
		SDO(Elect.), TPWODL, Padampur		BWED, TPWODL, Bargarh.	
4	Date of Application		09.10.2025		
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		09.10.2025		
9	Date of Order		<i>24.10.2025</i>		
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:		
	Netra Sahu		SDO(Elect.), TPWODL, Padampur		

B.K.
PRESIDENT

Grievance Redressal Forum
TPWODL, Bargarh-768028

ORDER

Brief Facts of the Case

During the spot hearing at Melchhamunda Electrical Section of Padampur Sub-division under Bargarh West Electrical Division on 09-10-2025, 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. 5152-0304-0237 with connected load of 0.04 KW. That the Complainant has raised objection regarding high consumption bill in Jul-Aug'2021. 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 Jul-Aug'21 due to which high billings have been done 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 18-10-2025 mentioning the CMR as "617" KWH of meter no. TWSP512040237 with a written submission of SDO received on 22-10-2025.
- ii. The respondent also agreed upon high consumption bill in Jul-Aug'2021. However, the respondent requested the Forum to take appropriate decision as necessary.


PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028

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 and bills have been done up to Jun'2021 under Kutir Jyoti category. In the month of Jul-Aug'2021, bill of 5566 units amounting to Rs.34993.57 has been served under Domestic category showing a meter change bearing Sl. No. LW310826 with a meter reading of "5566".
2. It is also noted that, from Sep'2021 to Mar'2023, consumption has been recorded more than 300 units per month but from Apr'2023 to May'2024 consumption has been recorded 50 units per month which creates doubt on the meter readings.
3. It is also noted by the Forum that the average monthly consumption recorded by the meter from May'2019 to Aug'2021 is 200 units but the present monthly average consumption from Sep'2024 to Sep'2025 (after installation of smart meter) is 47 units only which is very less than the consumption recorded during May'2019 to Aug'2021. In the instant case, the respondent was asked to submit the meter change protocol sheet of meter no. LW306228 but the same could not be provided to the Forum. Therefore, the Forum is also under doubt on the date of meter change.
4. It is noted from the database that the meter bearing Sl. No. LW306228 was installed on 20-05-2019 but updated in the billing month of Jul-Aug'2021 after 28 months which is a gross negligence on the part of the respondent.
5. It is also worth to mention here that, as the respondent has not recorded the monthly consumption of meter up to Jun'2021, the change of category from Kutir Jyoti to domestic category from the date of installation of the meter is not justified.


PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028

6. Therefore, it is construed by the Forum that, as there may be some error in the meter during that period and as the respondent has recorded the monthly consumption from Jul-Aug'2021 the bills should be revised.

Directions of the forum

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

- As the respondent has not recorded the monthly consumption of meter up to Jun'2021, the category is to be changed from Kutir Jyoti to Domestic from Jul-Aug'2021.
- The bill for the month of Jul-Aug'2021 is to be revised under domestic category as per the average of six consecutive billing of the meter as per Section 155 and 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


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


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

No. GRF/BGH/ 174 (3)

Date: 24.10.2025

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 159 of 2025.