

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/167/2026				
2	Complainant	Name & Address:			Consumer No:	
		Ukhaya Pande			5152-0304-0243	
		At-Belmunda, Melchhamunda			Contact No.:	
		Dist-Bargarh			6370576311	
3	Respondent	Name			Division	
		SDO(Elect.), TPWODL, Padampur			BWED, TPWODL, Bargarh.	
4	Date of Application		17.04.2026			
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			42,140,155 & 157	
8	Date(s) of Hearing		17.04.2026			
9	Date of Order		15.05.26			
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:			
	Ukhaya Pande Represented by Bikash Pande		SDO(Elect.), TPWODL, Padampur			

ORDER

Brief Facts of the Case

During the spot hearing at Melchhamunda Electrical Section of Padampur Sub-division under Bargarh West Electrical Division on 17-04-2026, 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. 5152-0304-0243 with connected load of 0.50 KW. That the Complainant has raised objection regarding high consumption bill in Aug'2025 and the debit amount of Rs.30024.03 added in his bill in Mar'2026. 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 in Aug'2025 and the debit amount of Rs.30024.03 added in his bill in Mar'2026 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.30024.03 added in his bill in Mar'2026. The respondent also admitted that the same amount has been debited due to upward bill revision for the meter defective period from Nov'2022 to Jul'2025 limited to two years only. 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 19-06-2018 and bills on actual basis have been done up to Oct'2022 with a monthly average consumption of 21 units. From Nov'2022 to Jul'2025, provisional/average bills have been raised with a monthly average consumption of 29 units.
2. In the meanwhile, a new meter bearing Sl. No. 300064651 has been installed on 12-08-2025 in the premises of the consumer. But for the month of Aug'2025, bill @ 1680 units have been raised with a meter reading of 1681 which is also disputed by the complainant. It is also noted by the Forum that the respondent has taken the new meter average from date of new meter installation to 13-02-2026 and bill has been revised @ 300 units per month and an amount of Rs.30024.03 added in his bill. It is also noted by the Forum that, the monthly average consumption recorded by the new meter from Sep'2025 to Feb'2026 is 25 units only which is less than the monthly average consumption billed during Nov'2022 to Jul'2025.
3. In this context, the respondent was asked to submit the meter change protocol sheet but the respondent failed to do so.
4. Therefore, it is construed by the Forum that, the consumption of 1680 units recorded by the new meter in Aug'2025 is abnormal as against the monthly average consumption of 25 units and the bill revision for Rs.30024.03 added in his bill in Mar'2026 is also not justified.

Directions of the forum

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

1. The bill for the month of Aug'2025 is to be revised as per the average of six consecutive billing of new meter after the disputed month of Aug'2025 (Average from Sep'2025 to Feb'2026) as per Section 155 and 157 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019

2. The bill revision amount of Rs.30024.03 added in the bill in Mar'2026 for meter change assessment is to be withdrawn as per Section 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 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/
174 (3)


(P. Dasbhaya)
Member (Finance)
Grievance Redressal Forum
TPWODL, Bargarh-768028
Date: 15.05.26

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 167 of 2026.