

CONSUMER GRIEVANCE REDRESSAL FORUM

ELECTRICAL CIRCLE, BARGARH

First Floor, Raymond Building, Bandutikra Chowk, Bargarh-768028

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Present:

Sri B.K.Singh	...	President
Sri Pulakesh Dasbhaya	...	Member (Finance)
Sri D.R Sahu	...	Co-Opted Member

1	Case No.	BGH/168/2026			
2	Complainant	Name & Address:			Consumer No:
		Ram Chandra Behera			5152-1605-0170
		At-Loharpali, Melchhamunda			Contact No.:
		Dist-Bargarh			9937314827
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:		
	Rama Chandra Behera		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. 5152-1605-0170 with connected load of 0.50 KW. That the Complainant has raised objection regarding the debit amount of Rs.40401.04 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, the debit amount of Rs. 40401.04 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. 40401.04 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 and bills on actual basis have been done up to Aug'2022 with a monthly average consumption of 34 units with meter no. 10216 and 53 units with meter no. LW518166. From Sep'2022 to May'2025, provisional/average bills have been raised with a monthly average consumption of 78 units.
2. In the meanwhile, a new meter bearing Sl. No. TWST15107011 has been installed on 02-07-2025 in the premises of the consumer. It is noted by the Forum that the respondent has taken the new meter average from date of new meter installation to 01-01-2026 and bill has been revised @ 400 units per month and an amount of Rs. 40401.04 added in his bill in Mar'2026.
3. As per submission made by the complainant that the consumption has gone up due to house renovation for a family function at his house.
4. It is also noted by the Forum that, the consumption has gone up from Jul'2025 to Sep'2025 whereas the consumption recorded from Oct'2025 to Mar'2026 is 47 units only which is similar to the consumption pattern recorded earlier.
5. Therefore, it is construed by the Forum that, as the rise in consumption was temporary for his renovation of house and family function the bill revision for Rs. 40401.04 added in his bill in Mar'2026 should be withdrawn.

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. 40401.04 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.
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
No. GRF/BGH/ 173⁽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 168 of 2026.