

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/183/2026			
2	Complainant	Name & Address:		Consumer No:	
		Prahallad Majhi		5125-2301-0413	
		At-Kandpali, Kultatikra, Bheden		Contact No.:	
		Dist-Bargarh		8917589672	
3	Respondent	Name		Division	
		SDO(Elect.), TPWODL, Bheden		BED, TPWODL, Bargarh.	
4	Date of Application	12.05.2026			
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	12.05.2026			
9	Date of Order	29.05.26			
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:			
	Prahallad Majhi	SDO(Elect.), TPWODL, Bheden			

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ORDER



Brief Facts of the Case

During the spot hearing camp at Khuntlipali section of Bheden Electrical Sub-division under Bargarh Electrical Division on 12-05-2026, the complainant appeared before the Forum whereas SDO- Bheden appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT- Domestic consumer having consumer No. 5125-2301-0413 with connected load of 2.50 KW. That the Complainant has raised objection regarding the interchange of meter with consumer no. 5125-2301-1423. 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, his meter has been interchanged with consumer number 512523011423.
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 Physical Verification Report (PVR) dated 21-05-2026 with a written submission received on 27-05-2026.
- ii. The respondent submitted that, from verification it is found that, the complaint registered against consumer number 5125-2301-0413 appears to be correct, as the billing pattern shows actual meter reading basis. The last billed CMR was 869 kWh and 914 kWh on the date of preparation of PVR, i.e., 21.05.2025.
- iii. However, the consumer is using another connection bearing consumer number 5125-2301-1423, in the name of Ranjit Majhi. The meter installed in the premises of Ranjit Majhi, bearing meter number TWSP51090810, shows a meter reading of 003549 kWh as per the PVR submitted. In this


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matter, the Honourable Forum is requested to kindly give necessary observation against consumer number 5125-2301-1423.



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. That the complainant has been billed on Domestic category from the date of power supply i.e. 25-12-2008.
2. As per complainant, his meter has been interchanged with consumer number 512523011423. But the respondent has verified and submitted that the billing pattern shows actual meter reading basis and the consumption is also seems correct. The last billed CMR was 869 kWh and 914 kWh on the date of preparation of PVR, i.e., 21.05.2025.
3. But at the same time, the respondent submitted that, the consumer is using another connection bearing consumer number 5125-2301-1423, in the name of Ranjit Majhi. The meter installed in the premises of Ranjit Majhi, bearing meter number TWSP51090810, shows a meter reading of 003549 kWh as per the PVR submitted and needs necessary observations against consumer number 5125-2301-1423.
4. It is noted by the Forum that, the bills raised against consumer number 5125-2301-1423 from Jan'2026 on average basis with a monthly average of 232 units whereas as submitted by the respondent the meter is running and the meter reading as on 21-05-2026 is "3549" with a monthly average of 43 units for which the complainant has come to the camp but could not describe the problem properly.
5. Therefore, it is decided by the Forum that, the bills from Jan'2026 to till date should be revised on actual meter reading basis against consumer number 5125-2301-1423.

Directions of the forum

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

- The meter reading is to be updated in the billing immediately.


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- The bills from Jan'2026 to till date are to be revised as per actual meter reading basis 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.

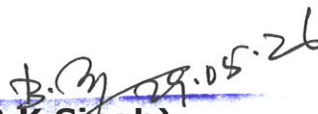


The Opposite party is directed to submit the compliance report to this Forum within one month from the date of issue of this order.

Accordingly, the case is disposed of.


(D.R. Sahu)
 Co-Opted Member
 Grievance Redressal Forum
 TPWODL, Bargarh-768028


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


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

No. GRF/BGH/ 189/26

Date: 29.05.26

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 183 of 2026.