

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/191/2025			
2	Complainant	Name & Address:		Consumer No:	
		Bhagaban Patra		5152-0207-3347	
		At-Guderpali, Gaisilet		Contact No.:	
		Dist-Bargarh		9556563209	
3	Respondent	Name		Division	
		SDO(Elect.), TPWODL, Padampur		BWED, TPWODL, Bargarh.	
4	Date of Application	10.11.2025			
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):				Cluses
	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	10.11.2025			
9	Date of Order	24.11.2025			
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:		
	Bhagaban Patra		SDO(Elect.), TPWODL, Padampur		

ORDER



Brief Facts of the Case

During the spot hearing camp at Padampur Electrical Sub-division under Bargarh West Electrical Division on 10-11-2025, 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. 5152-0207-3347 with connected load of 0.50 KW. That the Complainant has raised objection regarding high consumption bill in Jul'2023. 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'2023 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 21-11-2025 mentioning the CMR as "5759" of meter no. LW384286 with a written submission of SDO received on 22-11-2025.
- ii. The respondent also agreed upon high consumption bill in Jul'2023. However, the respondent requested the Forum to take appropriate decision as necessary.

B.3

Page 2 of 4

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 on 23-08-2018 and bills have been done up to Jun'2023 under Kutir Jyoti category. In the month of Jul'2023, bill of 3713 units amounting to Rs.12042.82 has been served under Domestic category showing a meter change bearing Sl. No. LW384286 with a meter reading of "3714".
2. It is noted from the database that the meter bearing Sl. No. LW384286 was installed on 13-07-2019 but updated in the billing month of Jul'2023 after 48 months which is a gross negligence on the part of the respondent.
3. It is also worth to mention here that, as the respondent has not recorded the monthly consumption of meter up to Jul'2023, the change of category from Kutir Jyoti to domestic category from the date of installation of the meter is not justified.

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 Jul'2023, the category is to be changed from Kutir Jyoti to Domestic from Aug'2021(Prior to two years only).
- The bills from Aug'2021 to Jul'2023 are to be revised under domestic category as per the average of six consecutive billing (From Aug'2023 to Jan'2024) of meter bearing Sl. No. LW384286 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.

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

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

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

No. GRF/BGH/

204 (3)

Date:

24.11.2025

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 191 of 2025.