

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/193/2026				
2	Complainant	Name & Address:		Consumer No:		
		Bhojraj Bhoi		5153-1501-0378		
		At-Banbaspali, Bijepur		Contact No.:		
		Dist-Bargarh		8144612026		
3	Respondent	Name		Division		
		SDO(Elect.), TPWODL, Bijepur		BWED-II, TPWODL, Bargarh.		
4	Date of Application	20.05.2026				
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				
		42,140,155 & 157				
8	Date(s) of Hearing	20.05.2026				
9	Date of Order	19.06.26				
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:			
	Bhojraj Bhoi Represented by Janaki Bhoi		SDO(Elect.), TPWODL, Bijepur			



ORDER

Brief Facts of the Case

During the spot hearing at Bijepur Sub-division under Bargarh West Electrical Division on 20-05-2026, the complainant appeared before the Forum whereas SDO- Bijepur appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT- Domestic consumer having consumer No. 5153-1501-0378 with connected load of 0.02 KW. That the Complainant has raised objection regarding high consumption bill for the month of Feb'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 to him for the month of Feb'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 submitted the PVR dated 09-06-2026 mentioning the CMR as "3705" KWH of meter no. TWSP51187341.
- ii. The respondent also agreed upon high consumption bill for the month of Feb'2026. 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 30-08-2019 under Kutir Jyoti category and bills have been done up to Jan'2026 under Kutir Jyoti category. In the month of Feb'2026, bill of 3454 units amounting to Rs.13319.00 has been served under Domestic category showing a meter change bearing SI. No. TWSP51187341 with a meter reading of "3464".
2. It is also noted from the database that the meter bearing SI. No. TWSP51187341 was installed on 15-06-2024 but updated in the billing month of Feb'2026 after 21 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 Jan'2026, 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 Jan'2026, the category is to be changed from Kutir Jyoti to Domestic from Feb'2026.
- The bill for the month of Feb'2026 is to be revised under domestic category as per the average of six consecutive billing of new 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 30-09-2026.

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/ 2020

Date: 19.06.26

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: Bhojnagar, 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 193 of 2026.