

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 Debendra Ranjan Sahu	...	Co-Opted Member

1	Case No.	BGH/217/2025						
2	Complainant	Name & Address:			Consumer No:			
		Durbadala Pradhan At-Dugulabahal, Diptipur, Melchhamunda Dist-Bargarh			5150-0106-4550			
					Contact No.:			
					9938998637			
3	Respondent	Name			Division			
		SDO(Elect.), TPWODL, Padampur			BWED, TPWODL, Bargarh.			
4	Date of Application	08.12.2025						
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):					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		08.12.2025					
9	Date of Order		31.12.25					
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:				
	Durbadala Padhan Represented by			SDO(Elect.), TPWODL, Padampur				
	Manas Ranjan Padhan							

ORDER



Brief Facts of the Case

During the spot hearing at Melchhamunda Electrical Section of Padampur Sub-division under Bargarh West Electrical Division on 08-12-2025, 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- Irrigation Pumping and Agriculture consumer having consumer No. 5150-0106-4550 with connected load of 2.50 KW. That the Complainant has raised objection regarding the debit amount of Rs.3719.01 added in his bill in Aug'2025. 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, debit amount of Rs. 3719.01 added in his bill in Aug'2025 which resulted to accumulation of arrear.
2. The complainant also requests the Forum to recast the meter change assessment by taking 12 months consumption instead of 6 months consumption as agriculture is seasonal.
3. He further submits that; he had made verbal complain to the respondent about the erroneous bill.
4. He also requested the Forum to revise the bills.

2. Reply Submission of the Respondent:

- i. The respondent submitted the PVR dated 29-12-2025 mentioning the KWH as "2817" of meter no. 10098753.
- ii. The respondent also agreed upon the debit amount of Rs. 3719.01 in the month of Aug'2025. The respondent also admitted that the same amount

has been debited due to upward bill revision for the meter defective period limited to 2 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 meter readings has been done up to Jan'2022 with meter no. TPU003076. From Feb'2022 to Dec'2024, provisional/average bills with a monthly average of 178 units have been served.
2. In the meanwhile, a new meter bearing Sl. No. TWST15005237 was installed on 08-01-2025 in the premises of the consumer.
3. Taking the 6 months average consumption of new meter, it is noted that the monthly average consumption of new meter is 413 units. Therefore, the respondent has done upward bill revision limited to 2 years and an amount of Rs. 3719.01 has been added in the bill.
4. But, as requested by the complainant that as agriculture is seasonal, meter change assessment to be considered by taking 12 months consumption instead of 6 months.
5. Therefore, it is construed by the Forum that, the bill revision for meter change assessment Rs. 3719.01 should be recasted by taking 12 months consumption instead of 6 months consumption.

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. 3719.01 for meter change assessment is to be recasted as per average of 12 months consumption instead of 6 months average consumption 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.


PRESIDENT

**Crievance Redressal Forum
TPWODL, Bargarh-763029**

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 28-02-2026.

Accordingly, the case is disposed of.


(D.R. Sahu)
Co-opted Member
Co-opted Member
Grievance Redressal Forum
TPWODL, Bargarh-768028
No. GRF/BGH/

258 (3)


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


(B.K. Singh)
President
Grievance Redressal Forum
TPWODL, Bargarh-768028
Date: 31.12.25

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: Bhoiagar, 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 217 of 2025.