

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/218/2025				
2	Complainant	Name & Address:		Consumer No:		
		Abhilash Panigrahi		5152-0203-2171		
		At-Gaisilet, Near Gajrang Chowk		Contact No.:		
		Dist-Bargarh		7609016262		
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			155 & 157	
8	Date(s) of Hearing	08.12.2025				
9	Date of Order	22.12.25				
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:			
	Abhilash Panigrahi		SDO(Elect.), TPWODL, Padampur			

ORDER

Brief Facts of the Case

During the spot hearing camp at Gaisilat section of Padampur Electrical 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- Domestic consumer having consumer No. 5152-0203-2171 with connected load of 2.00 KW. That the Complainant has raised objection regarding the amount of Rs.16016.25 added in his bill in Sep'2025 for meter change assessment. 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, an amount of Rs. 16016.25 added in his bill in Sep'2025 resulted to accumulation of arrear.
2. He further submitted that his consumption has gone up due to the AC purchased by him on 03-03-2025. He also submitted the tax invoice in support of his arguments.
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 that an amount of Rs. 16016.25 added in his bill in Sep'2025 for meter change assessment for defective period. The respondent also agreed upon that the consumer is using AC after 03-03-2025. 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:

- a. That the complainant has been given power supply on 07-09-2023 with installation of a meter bearing sl. No. 4033345 and bills on actual meter readings have been served up to May'2024 with a monthly average consumption of 182 units. From Jun'2024 to Jan'2025 provisional/average bills have been served due to defective meter with a monthly average consumption of 191 units.
- b. In the meanwhile, a new meter bearing Sl. No. TWST15005972 has been installed on 07-02-2025 in the premises of the complainant. It is noted that the monthly average of new meter is 538 (six months average) units for which the respondent has made an upward assessment for the defective period and an amount of Rs. 16016.25 added in his bill in Sep'2025.
- c. But as per submission made by the complainant and agreed by the respondent that as the consumer purchased an AC on 26-05-2024 to use, the consumption has gone up.
- d. It is also noted by the Forum from the billing database, the MD recorded in the old meter was less than or equal to 1.5 KW but the MD recorded in the new meter has gone up to 4.00 KW.
- e. Therefore, it is decided by the Forum that the amount of Rs. 16016.25 added in his bill in Sep'2025 is to 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. 16016.25 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


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


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

No. GRF/BGH/

229⁽³⁾

Date: 22.12.25

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: 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 218 of 2025.