

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/26/2026			
2	Complainant	Name & Address:		Consumer No:	
		Gopinath Padhan		5150-0103-6116	
		At-Dungripali, Loudidhara, Jharbandh, Dist-Bargarh		Contact No.: 6371257031	
3	Respondent	Name		Division	
		SDO(Elect.), TPWODL, Jharbandh		BWED, TPWODL, Bargarh.	
4	Date of Application	20.01.2026			
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	20.01.2026			
9	Date of Order	09.03.26			
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:		
	Gopinath Pradhan		SDO(Elect.), TPWODL, Jharbandh		

ORDER



Brief Facts of the Case

During the spot hearing at Jharbandh Sub-division under Bargarh West Electrical Division on 20-01-2026, the complainant appeared before the Forum whereas SDO- Paikmal 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. 5150-0103-6116 with connected load of 3.00 HP. That the Complainant has raised objection regarding the bill @5939 units served to him for the month of Dec'2025 in LT-General Purpose <110 KVA category. 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, bill @5939 units served to him for the month of Dec'2025 in LT-General Purpose <110 KVA category 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 23-02-2026 mentioning that the consumer is using power supply for agriculture purpose.
- ii. The respondent also agreed upon high consumption bill for the month of Dec'2025 and agreed for revision of bills. 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. That the complainant has been given power supply on 20-11-2008 and bill on actual meter readings have been served up to Mar'2009 under LT- IRRIGATION PUMPING AND AGRICULTURE category with a meter reading of "306" of meter bearing Sl. No. 401224733. From Apr'2009 to Jun'2009, provisional bills have been served under LT- IRRIGATION PUMPING AND AGRICULTURE category and from Jul'2009 to Nov'2025 no bills have been raised as supply was disconnected.
2. It is further noted from the FG database that the supply has been reconnected on 24-12-2025 with a meter reading of "306". At the same time, it is also noted that a new meter bearing Sl. No. TWSC10059329 has been installed on 30-12-2025. After reconnection on 24-12-2025, the reconnection data was updated and bill for the month of Dec'2025 was generated, but bill was generated on actual plus average basis @5939 units by wrongly taking the old meter average units as 5610 plus new meter consumption of 329 units under wrong category of LT- General Purpose <110 KVA.
3. Therefore, it is decided by the Forum that, the category should be changed to LT- IRRIGATION PUMPING AND AGRICULTURE and the bills from Dec'25 to Jan'2025 should be revised.

Directions of the forum

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

- The tariff of the complainant is to be reverted from General Purpose < 110KVA to LT- IRRIGATION PUMPING AND AGRICULTURE category immediately as per Regulation 43 and 140 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.
- The bills for the month of Dec'2025 is to be revised as per the LT- IRRIGATION PUMPING AND AGRICULTURE tariff 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.


- All the bills generated under General Purpose < 110KVA category are to be revised as per LT- IRRIGATION PUMPING AND AGRICULTURE category.
- 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 31-07-2026.

Accordingly, the case is disposed of.


(D.R Sahu)
Co-Opted Member
Grievance Redressal Forum
TPWODL, Bargarh-768028
No. GRF/BGH/
66(3)


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


(B.K.Singh)
President
Grievance Redressal Forum
TPWODL, Bargarh-768028
Date: 09.03.26

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 26 of 2026.