

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/37/2026			
2	Complainant	Name & Address:		Consumer No:	
		Kishor Padhan		5152-0303-1125	
		At-Tal,Diptipur, Melchhamunda,Dist-Bargarh		Contact No.: 8458015545	
3	Respondent	Name		Division	
		SDO(Elect.), TPWODL, Padampur		BWED, TPWODL, Bargarh.	
4	Date of Application	06.02.2026			
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	06.02.2026			
9	Date of Order	09.04.26			
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:		
	Kishor Padhan		SDO(Elect.), TPWODL, Padampur		

PRESIDENT

Grievance Redressal Forum
TPWODL, Bargarh-768028

ORDER



Brief Facts of the Case

During the spot hearing at Melchhamunda Electrical Section of Padampur Sub-division under Bargarh West Electrical Division on 06-02-2026, 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. 5152-0303-1125 with connected load of 0.04 KW. That the Complainant has raised objection regarding high consumption bill for the month of 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, high consumption bill has been served to him for the month of Aug'2025 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 04-04-2026 mentioning the CMR as "10750" KWH of meter no. LW613798.
- ii. The respondent also agreed upon high consumption bill from for the month of Aug'2025. However, the respondent requested the Forum to take appropriate decision as necessary.


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:

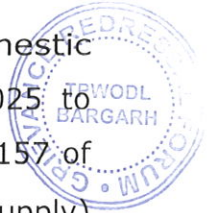
1. It is noted from the billing database that the complainant has been given power supply on 03-08-2014 and bills have been done up to Jul'2025 under Kutir Jyoti category. In the month of Aug'2025, bill of 10228 units amounting to Rs.35502.59 has been served under Domestic category showing a meter change bearing Sl. No. LW613798 with a meter reading of "10345". From Sep'2025, bills on actual meter readings are being served on monthly basis.
2. It is also noted from the database that respondent has no records regarding the date of meter change, but in Aug'2025, the bills have been raised under Domestic category from May'2015 to Aug'2025 (124 months) which is not accepted by the Forum.
3. It is also noted by the Forum that, the manufacturing month/year mentioned on the meter is 11/2019. If the total consumption of 10345 units recorded in the meter bearing Sl. No. LW613798 is to be taken from Jan'2020 to Aug'2025, the monthly average consumption is 152 units whereas it is noted that from Sep'2025 to mar'2026 the monthly average consumption recorded by the same meter is 59 units only. Therefore, the consumption recorded in the meter up to Aug'2025 can not be taken as proper record for billing purpose.
4. It is also worth to mention here that, as the respondent has not recorded the monthly consumption of meter up to Jul'2025, the change of category from Kutir Jyoti to domestic category from May'2015 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'2025, the category is to be changed from Kutir Jyoti to Domestic from Aug'2025.


- The bill for the month of Aug'2025 are to be revised under domestic category as per the average of six consecutive billing (From Sep'2025 to Feb'2026) of meter bearing Sl. No. LW613798 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.


(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/

Date: 09.04.26

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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 37 of 2026.