

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/44/2026			
2	Complainant	Name & Address:		Consumer No:	
		Prabina Ku. Panigrahi		5152-0203-0655	
		At-Gaisilet		Contact No.:	
		Dist-Bargarh		9777955300	
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	155 & 157			
8	Date(s) of Hearing	06.02.2026			
9	Date of Order	24.02.26			
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:			
	Prabina Ku. Panigrahi	SDO(Elect.), TPWODL, Padampur			


PRESIDENT

Page 1 of 4

Grievance Redressal Forum
TPWODL, Bargarh-768028

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 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. 5152-0203-0655 with connected load of 1.00 KW. That the Complainant has raised objection regarding the amount of Rs.25215.88 added in his bill in Jun'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.25215.88 added in his bill in Jun'2025 resulted to accumulation of arrear.
2. He further submitted that his consumption has gone up due to the AC purchased by him on 05-03-2024. 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.25215.88 added in his bill in Jun'2025 for meter change assessment for defective period. The respondent also agreed upon that the consumer is using AC after 05-03-2024. However, the respondent requested the Forum to take appropriate decision as necessary.


PRESIDENT

**Grievance Redressal Forum
TPWODL, Bargarh-761003**



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 31-03-2015 with installation of a meter bearing sl. No. 188417 and bills on actual meter readings have been served up to Aug'2022 with a monthly average consumption of 33 units. From Sep'2022 to Mar'2024 provisional/average bills have been served due to defective meter with a monthly average consumption of 60 units.
- b. In the meanwhile, a new meter bearing Sl. No. TWB321206 has been installed on 20-04-2024 in the premises of the complainant. It is noted that the monthly average of new meter is Appx. 300 (six months average) units for which the respondent has made an upward assessment for the defective period and an amount of Rs.25215.88 added in his bill in Jun'2025.
- c. But as per submission made by the complainant and agreed by the respondent that as the consumer purchased an AC on 05-03-2024 to use, the consumption has gone up. Further it is submitted by the respondent that, the consumer was living outside in a different location from 2022 to 2024 and only one servant was staying in the house.
- 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 KW but the MD recorded in the new meter has gone up to 2.50 KW.
- e. Therefore, it is decided by the Forum that the amount of Rs.25215.88 added in his bill in Jun'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.25215.88 for meter change assessment is to be withdrawn as per Section 157 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.


PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-760028

2. Any adjustments done during the revision period are also to be taken into 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/ 37⁽³⁾

Date: 24.02.26

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 44 of 2026.