

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/45/2026			
2	Complainant	Name & Address:		Consumer No:	
		Jogendra Swain		5152-0308-2363	
		At-Khujen,Barihapali		Contact No.:	
		Melchhamunda,Dist-Bargarh		9668209356	
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	22.04.26			
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:			
	Jogendra Swain	SDO(Elect.), TPWODL, Padampur			

PRESIDENT

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Grievance Redressal Forum
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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. 5152-0308-2363 with connected load of 0.50 KW. That the Complainant has raised objection regarding the high consumption billing for which he has given complain for meter test but no action has been taken by the respondent. 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 bills have been served to him resulted to accumulation of arrear.
2. He further submits that; he has given complain for meter test but no action has been taken by the respondent.
3. He also requested the Forum to revise the bills.

2. Reply Submission of the Respondent:


- i. The respondent submitted the PVR dated 20-04-2026 mentioning the KWH as "11723" KWH along with the reports of new 1ph parallel meter installation and comparison with the billing meter. 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 28-10-2018 under Domestic category.
- b. In the meanwhile, a new meter bearing Sl. No. LW455744 was installed on 14-12-2019 and bills on actual meter readings have been served up to Feb'2023.
- c. In the month of Mar'2023 a wrong meter change has been entered in the system against the consumer no. of the complainant for which provisional bills have been raised from Mar'2023 to Sep'2025. In the month of Oct'2025, the same has been corrected and bill of 8476 units have been raised without proper adjustments.
- d. Again, it is noted by the Forum the bills from Nov'2025 to Jan'2026 the bills have been raised @ 132 units, 1154 units and 728 units with a maximum demand of 3.38, 3.82 and 2.53 respectively.
- e. As submitted by the complainant, he has given complain for meter test but no action has been taken by the respondent. Accordingly, the Forum had given direction for installation of a parallel meter in series with the billing meter for consumption comparison.
- f. The respondent installed a parallel meter bearing Sl. No. TW02016204 on 11-04-2026 in series with the billing meter and submitted a comparison report of 17-04-2026. As per report submitted by the respondent, it is found that there are no discrepancies in consumption recorded by both the meter. The billing meter bearing Sl. No. LW455744 and parallel meter bearing Sl. No. TW02016204 both have recorded a consumption of 4 units.
- g. Therefore, it is construed by the Forum that as the meter is OK and the maximum demand also shows that connected load is available for more than 3 KW, the consumption recorded in the meter is correct. Only the meter readings are to be spread for proper lock adjustments.


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Directions of the forum


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

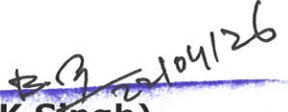
1. The bills from Dec'2019 to Jan'2026 are to be revised by taking the IMR as "0" and FMR as "11700" as per Section 157 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.
2. Any adjustments done during the revision period are also to be taken in to consideration.
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
No. GRF/BGH/
124 (3)


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


(B.K. Singh)
PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028
Date: 22.04.26

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 45 of 2026.