

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/46/2026			
2	Complainant	Name & Address:		Consumer No:	
		Prafulla Sahu		5152-0302-0906	
		At/Po-Bijapali, Melchhamunda Dist-Bargarh		Contact No.: 8144107209	
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	24.03.26			
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:			
	Prafulla Sahu	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. 5152-0302-0906 with connected load of 0.50 KW. That the Complainant has raised objection regarding high consumption bills from Mar'2022 to Aug'2022. 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 from Mar'2022 to Aug'2022 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 16-03-2026 mentioning the CMR as "71" KWH of meter no. TWST15045563.
- ii. The respondent also agreed upon high consumption bills from Mar'2022 to Aug'2022. 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. It is noted from the billing database that the complainant has been given power supply on 28-09-2018 and bills have been done up to Feb'2022 under Kutir Jyoti category. In the month of Mar-Apr'2022, bill of 3870 units amounting to Rs.14094.69 has been served under Domestic category showing a meter change bearing Sl. No. LW464834 with a meter reading of "3870". It is also noted that, the bill for the month of Jul-Aug'2022 has been raised @ 710 units which shows that meter reading recorded during Mar-Apr'2022 was not correct because from Sep'2022 to Jul'2023 the meter has recorded a monthly average consumption of 62 units only.
2. It is also noted from the database that the meter bearing Sl. No. LW464834 was installed on 14-12-2019 but updated in the billing month of Mar-Apr'2022 after 28 months which is a gross negligence on the part of the respondent.
3. It is also worth to mention here that, as the respondent has not recorded the monthly consumption of meter up to Mar-Apr'2022, the change of category from Kutir Jyoti to domestic category from the date of installation of the meter 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 Mar-Apr'2022, the category is to be changed from Kutir Jyoti to Domestic from Mar-Apr'2022.
- The bills for the month of Mar'2022 to Aug'2022 are to be revised under domestic category as per the average of six consecutive billing (From Sep'2022 to Feb'2023) of meter bearing Sl. No. LW464834 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/

87th

Date: 24.03.26

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 46 of 2026.