

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/47/2026			
2	Complainant	Name & Address:		Consumer No:	
		Giridhari Kumbhar		5152-0301-1900	
		At-Telmahul,Diptipur,Melchhamunda		Contact No.:	
Dist-Bargarh		9556222024			
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:		
	Giridhari Kumbhar Represented by Bhikari Kumbhar		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. 5152-0301-1900 with connected load of 0.04 KW. That the Complainant has raised objection regarding high consumption bill in 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 due to which high billings have been done 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 "4255" of meter no. LW619647.
- ii. The respondent also agreed upon high consumption bill in 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 12-02-2014 and bills have been done up to Sep'2022 under Kutir Jyoti category.
2. It is noted from the billing database that, a new meter bearing SI. No. TPWODL1099262 had been installed on 02-10-2022 and bills on average/provisional basis with "0" consumption have been served with meter rent @ Rs.40.00 per month from Oct'2022 to Jul'2025.
3. In the billing month for Aug'2025, bill @ 3957 units has been served with a meter reading of "3957" with a new meter bearing SI. No. LW619647 which has been changed on 07-08-2025.
4. It is also noted by the Forum that the manufacturing month/year mentioned in the meter is 11/2019. In this context the respondent was asked to submit the meter change protocol sheet but the same could not be produced before the Forum. Therefore, the Forum construed that the meter bearing SI. No. LW619647 has existing reading before installation.
5. Therefore, it is construed by the Forum that, the bills from Oct'2022 to Sep'2025 should be revised.

Directions of the forum

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


- The meter rent charged from Oct'2022 to Jul'2025 are to be withdrawn as no bills have been raised on actual meter readings basis.
- The bill for the month of Aug'2025 is to be revised as per the average of six consecutive billing from Sep'2025 to Feb'2026 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 into consideration.
- DPS charged on the wrong bills are also to be withdrawn.




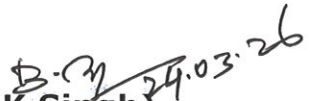
The Opposite party is directed to submit the compliance report to this Forum within one month from the date of issue of this order.

Accordingly, the case is disposed of.


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

88 (3)


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


(B.K. Singh)
 PRESIDENT
 Grievance Redressal Forum
 TPWODL, Bargarh-768028
 Date: 24.03.26

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 47 of 2026.