

# CONSUMER GRIEVANCE REDRESSAL FORUM

ELECTRICAL CIRCLE, BARGARH

First Floor, Raymond Building, Bandutikra Chowk, Bargarh-768028

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## Present:

Sri B.K.Singh ... President  
Sri Pulakesh Dasbhaya ... Member (Finance)  
Sri Debendra Ranjan Sahu ... Co-Opted Member

1	Case No.	<b>BGH/03/2026</b>			
2	Complainant	Name & Address:		Consumer No:	
		Gouri Shankar Sahu		5152-1617-0011	
		At-Antarla,Dahita		Contact No.:	
Padampur,Dist-Bargarh		9556746455			
3	Respondent	Name		Division	
		SDO(Elect.), TPWODL, Padampur		BWED, TPWODL, Bargarh.	
4	Date of Application	06.01.2026			
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	06.01.2026			
9	Date of Order	27.01.26			
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:			
	Gouri Shankar Sahu	SDO(Elect.), TPWODL, Padampur			

  
**PRESIDENT**

**Grievance Redressal Forum**  
TPWODL Bargarh-768028

## ORDER



### Brief Facts of the Case

During the spot hearing camp at Padampur Electrical Sub-division under Bargarh West Electrical Division on 06-01-2026, 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. 5152-1617-0011 with connected load of 1.50 KW. That the Complainant has raised objection regarding the average bills served to him from Jun'2019 to Nov'2025 despite the meter was working. 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, average bills have been served to him from Jun'2019 to Nov'2025 despite the meter was working resulted to accumulation of arrear.
2. He further submits that he has not availed supply during the period.
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 also agreed upon average billing and agreed for revision of bills and submitted PVR dated 19-01-2026 with a meter change protocol sheet dated 22-11-2025. 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:

  
**PRESIDENT**  
**Grievance Redressal Forum**  
**TPWODL, Bargarh-76802**

- a. That the complainant has been billed on actual meter reading basis upto May'2019 with a meter reading of "4441" of meter no. WLT040874. It is noted that from Jun'2019 to Nov'2025 provisional/average billings have been done.
- b. Regarding disconnection as submitted by the complainant, no documentary records have been submitted by both the parties.
- c. In the meanwhile, a new meter bearing Sl. No. TWSP51353286 has been installed on 22-11-2025 in the premises of the complainant and it is noted from the meter change protocol sheet that the FMR of old meter bearing Sl. No. WLT040874 was "7744". It is also noted by the Forum that the same meter reading has not been updated in the database.
- d. Hence, the Forum construed that, the provisional/average bills should be revised.



### **Directions of the forum**

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

1. The bills from Jun'2019 to Nov'2025 are to be revised by taking the IMR as "4441" and FMR as "7744" as per Regulation 155 and 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

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

  
**(B.K.Singh)**  
PRESIDENT  
Grievance Redressal Forum  
TPWODL, Bargarh-768028

No. GRF/BGH/ 08<sup>(3)</sup>

Date: 27.01.26

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](http://www.tpwesternodisha.com)- Customer Zone- Grievance Redressal Forum- BGH- GRF case No. BGH 03 of 2026.