

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/06/2026			
2	Complainant	Name & Address:		Consumer No:	
		President Jampali Pani Panchayat		5120-0116-0395	
		At-Ainlapali, Mahule, Bheden		Contact No.:	
		Dist-Bargarh		8457897511	
3	Respondent	Name		Division	
		SDO(Elect.), TPWODL, Bheden		BED, TPWODL, Bargarh.	
4	Date of Application	08.01.2026			
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	08.01.2026			
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:		
	President, Jampali Pani Panchayat Represented by E. Ganesh		SDO(Elect.), TPWODL, Bheden		

ORDER



Brief Facts of the Case

During the spot hearing camp at Bheden Electrical Sub-division under Bargarh Electrical Division camp on 08-01-2026, the complainant appeared before the Forum whereas SDO- Bheden appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT- Irrigation Pumping and agriculture consumer having consumer No. 5120-0116-0395 with connected load of 9.30 KW. That the Complainant has raised objection regarding the false/average bills served to him from Jul'2025 to Sep'2025 which is off season of cultivation. 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, false/average bills have been served to him from Jul'2025 to Sep'2025 which is off season of cultivation resulted to accumulation of arrear.
2. He further submits that; he had made verbal complain to the respondent about the erroneous bills.
3. He also requested the Forum to revise the bills.

2. Reply Submission of the Respondent:

- i. The respondent submitted the PVR dated 16-01-2026 with a written submission of SDO Bheden received on 22-01-2026 mentioning that "average bills generated from Jul'2025 to Sep'2025 due to defective meter and the same was replaced by a new meter on 27-10-2025."
- ii. The respondent also agreed upon average bills served to him and agreed for revision of bills. However, the respondent requested the Forum to take appropriate decision as necessary.


PRESIDENT
Grievance Redressal Forum
TPWODL Bargarh-760028



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:

- That the complainant has been billed on actual meter readings up to Jun'2025 with meter Sl. No. TWSC9002604 with a meter reading of "19177". From Jul'2025 to Sep'2025 average bills have been served to the complainant @ 14055 units, 10636 units and 11776 units respectively.
- In the meanwhile, a new meter bearing Sl. No. TWSC10078928 was changed on 27-10-2025 in the premises of the complainant.
- It is also noted that, after meter change the billing for the month of Oct'2025 has been done @2141 units taking the higher average units of previous billing despite the meter reading of the new meter has been recorded as "1663", which also needs revision.
- Therefore, it is decided by the Forum that, the bills from Jul'2025 to Oct'2025 should be revised.

Directions of the forum

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

- The provisional bills from Apr'2025 to Oct'2025 are to be revised as per the average of six consecutive billing of new meter 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 31-05-2026.


PRESIDENT
Grievance Redressal Forum
TPWODL BARGARH-760028



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/ 10 (3)

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- Customer Zone- Grievance Redressal Forum- BGH- GRF case No. BGH 06 of 2026.