

# 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.	<b>BGH/11/2026</b>				
2	Complainant	Name & Address:		Consumer No:		
		Debakanta Khamari		5124-2111-1443		
		At-Bhatli		Contact No.:		
		Dist-Bargarh		9938980795		
3	Respondent	Name		Division		
		SDO(Elect.), TPWODL, Bhatli		BED, TPWODL, Bargarh.		
4	Date of Application	12.01.2026				
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	12.01.2026				
9	Date of Order	20.02.26				
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:			
	Debakanta Khamari		SDO(Elect.), TPWODL, Bhatli			

**PRESIDENT**

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## **ORDER**



### **Brief Facts of the Case**

During the spot hearing at Bhatli Electrical Sub-division under Bargarh Electrical Division camp on 12-01-2026, the complainant appeared before the Forum whereas SDO- Bhatli appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT- Domestic consumer having consumer No. 5124-2111-1443 with connected load of 0.50 KW. That the Complainant has raised objection regarding the arrear amount of Rs.12000.00 in Jan'2023. 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, the meter has been installed in Dec'2022 and after receiving the bill for the month of Jan'2023, he came to know that an arrear amount of Rs.12000.00 was pending which is completely false.
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 04-02-2026 mentioning that "As per verification it is found that the consumer has cut the service cable before meter and using the supply."

### **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

  
**PRESIDENT**  
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relevant documents, FG and Samadhan database (Licensee's soft records) and provisions of law have concluded as follows:

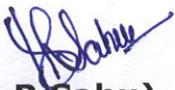


- That the complainant has been given power supply on 01-01-2019 and provisional/average bills have been served upto Apr'2023 with a monthly average of 52 units.
- In the meanwhile, a new meter bearing Sl. No. TPWODL1147756 has been installed on 12-01-2023 in the premises of the complainant but updated in May'2023 for which the respondent has already revised the bill for late updation of meter.
- As per submission of the respondent that the consumer has cut the service cable before meter and using the supply which is coming under the Regulation 126 and 135 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019 and is not covered under OERC (GRF and Ombudsman) Regulations, 2004.

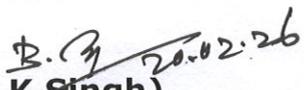
### Directions of the forum

After observing the facts and records, the Forum Construed that, as the actual consumption can not be ascertain due to by-pass of the meter, the Forum is constraint to pass any order in respect of the grievance petition of the complainant.

**Hence the instant case is hereby dropped.**

  
(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/

25/3

Date:

20.02.26

Certified Copy to:

- The Zonal Head, Bargarh Zone, TPWODL, Bargarh.
- 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 11 of 2026.