

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/112/2026			
2	Complainant	Name & Address:		Consumer No:	
		Suresh Naik		5122-2501-0049	
		At-Latherpali,Atabira		Contact No.:	
Dist-Bargarh		7894892172			
3	Respondent	Name		Division	
SDO(Elect.), TPWODL, Atabira		BED, TPWODL, Bargarh.			
4	Date of Application	09.03.2026			
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	09.03.2026			
9	Date of Order	15.04.26			
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:		
	Suresh Naik		SDO(Elect.), TPWODL, Atabira		


PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028

ORDER



Brief Facts of the Case

During the spot hearing camp at Attabira Electrical Sub-division under Bargarh Electrical Division on 09-03-2026, the complainant appeared before the Forum whereas SDO- Attabira appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT- Domestic consumer having consumer No. 5122-2501-0049 with connected load of 2.50 KW. That the Complainant has raised objection regarding the high consumption bills served to him from Mar'2021 to Dec'2023 due to faulty meter. 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'2021 to Dec'2023 due to faulty meter 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:

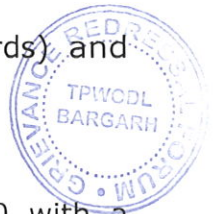
- i. The respondent submitted the PVR dated 09-04-2026 mentioning the meter reading as "3333" KWH of meter no. TW02085484.
- ii. The respondent also agreed upon high billing and agreed for revision of bills. However, the respondent requested the Forum to take appropriate decision as necessary.

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


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Grievance Redressal Forum
Phone No. 768028

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



- a. That the complainant has been given power supply on 01-01-1990 with a connected load of 2.50 KW under domestic category and bills meter readings have been served up to Feb'2019. From Mar'2019 to Feb'2021 average bills have been served due to defective meter.
- b. In the meanwhile, a new meter bearing Sl. No. LW544328 has been installed on 02-03-2021 and bills on actual meter readings have been served up to Aug'2023 with a monthly average of 619 units per month which is disputed by the consumer.
- c. The respondent could have checked and test the meter at that time but no necessary steps were taken.
- d. Again, a new meter bearing Sl. No. TW02085484 has been installed on 18-12-2023 and bills on actual meter readings have been served with a monthly average of 118 units per month (average up to Feb'2026) which leads the Forum to construed that either the meter bearing Sl. No. LW544328 was defective or no proper meter readings have been taken by the respondent.
- e. Therefore, it is decided by the Forum that the bills raised with meter no. LW544328 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 served to the complainant with meter no. LW544328 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.
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.


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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/

103⁽³⁾

Date: 15.04.26

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 112 of 2026.