

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/115/2026			
2	Complainant	Name & Address:		Consumer No:	
		Bhaskar Bhoi		5151-0219-0871	
		At-Bhubanpali, Prasanti Nagar Barpali, Dist-Bargarh		Contact No.: 7735036269	
3	Respondent	Name		Division	
		SDO(Elect.), TPWODL, Barpali		BWED, TPWODL, Bargarh.	
4	Date of Application	10.03.2026			
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	10.03.2026			
9	Date of Order	25.03.26			
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:		
	Bhaskara Bhoi		SDO(Elect.), TPWODL, Barpali		

PRESIDENT

Grievance Redressal Forum
TPWODL Bargarh-768028

ORDER



Brief Facts of the Case

During the spot hearing camp at Barpali Electrical Sub-division under Bargarh West Electrical Division on 10-03-2026, the complainant appeared before the Forum whereas SDO- Barpali appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT- Domestic consumer having consumer No. 5151-0219-0871 with connected load of 1.00 KW. That the Complainant has raised objection regarding the abnormal bill served to him for the month of May'2023. The complainant also raised objection regarding false billing before May'2023 as power supply has been given to him in May'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, abnormal bills have been served to him for the month of May'2023 and false billing raised before May'2023 as power supply has been given to him in May'2023.
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 02-03-2026 mentioning the meter reading as "6" KWH of meter no. TWSU51023585 with a remark that "During physical verification dated 02-03-2026, it is found that this is a small house of the consumer. Only two rooms using 3 led bulbs and one table fan."
- ii. The respondent also agreed upon abnormal bill for the month of May'2023 and agreed for revision of bills. 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:

- a. That the complainant has been given power supply with installation of a new meter bearing Sl. No. 826698 under domestic category on 01-01-2021 as per FG data. It is noted by the Forum that the complainant has been billed on provisional basis from up to Nov'2022. In the month of Dec-Jan'2023 bill on actual meter readings @ 4563 units has been raised with a monthly average consumption of 183 units.
- b. Again, from Feb'2023 to Apr'2023 provisional bills have been served. In the month of May'2023 bill @ of 40059 units have been billed showing the meter reading as "44622" which is disputed by the complainant. It is noted by the Forum that if the total consumption recorded by the meter is to be taken from the date of power supply to May'2023, the monthly average consumption is 1381 units which is very abnormal.
- c. It is also pertinent to mention here that the monthly average consumption recorded in the same meter from Jun'2023 to Feb'2024 is 14 units only. It is also noted by the Forum that the new meter bearing Sl. No. TWST1711079 installed on 31-03-2024 has recorded a monthly average consumption of 15 units only in next four months. Therefore, it is construed by the Forum that the consumption recorded in meter no. 826698 is abnormal.
- d. Regarding the date of power supply, neither of the parties have any documents but it is noted by the Forum that neither any bills on actual meter readings have been raised nor any payment has been received up to Apr'2023.
- e. In the meanwhile, a new meter bearing Sl. No. TWSU51023585 has been installed on 06-02-2026 in the premises of the complainant.
- f. Therefore, it is decided by the Forum that the abnormal/average bills should be revised.



Directions of the forum

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

- The abnormal bills raised with meter no. 826698 are to be revised as per average of six months consumption 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 31-08-2026.

Accordingly, the case is disposed of.

(D.R Sahu)

Co-Opted Member

Grievance Redressal Forum
TPWODL, Bargarh-768028
No. GRP/BGH/

99 3)

(P. Dasbhaya)

Member (Finance)

Grievance Redressal Forum
TPWODL, Bargarh-768028

(B.K. Singh)

PRESIDENT

Grievance Redressal Forum
TPWODL, Bargarh-768028

Date:

25.03.26

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 115 of 2026.