

# 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/118/2026</b>			
2	Complainant	Name & Address:		Consumer No:	
		Dharamvir Biswal		5150-0103-7095	
		At-Bijepur		Contact No.:	
		Dist-Bargarh		9337232439	
3	Respondent	Name		Division	
		Executive Engineer (Elect.),BWED-II, TPWODL,		BWED, TPWODL, Bargarh.	
4	Date of Application	12.03.2026			
5	In the matter of-	1. Agreement / Termination	2. Billing Disputes	<input checked="" type="checkbox"/>	
		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	12.03.2026			
9	Date of Order	16.04.26			
10	Order in favour of	Complainant	Respondent	Others	<input checked="" type="checkbox"/>
11	Details of Compensation awarded, if any.	Nil			
12	Appeared for the Complainant:		Appeared for the Respondent:		
	Dharamvir Biswal		SDO(Elect.), TPWODL, Bijepur		

**PRESIDENT**

Grievance Redressal Forum  
TPWODL, Bargarh-768028

## **ORDER**



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

During the spot hearing at Bijepur Electrical Sub-division under Bargarh West Electrical Division camp on 12-03-2026, the complainant appeared before the Forum whereas SDO Bijepur 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. 5150-0103-7095 with connected load of 02.50 KW. That the Complainant has raised objection regarding the high consumption average bills served to him from Oct'2014 to Aug'2021. 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 average bills have been served to him Oct'2014 to Aug'2021 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 also agreed upon average billing from Oct'2014 to Aug'2021 and agreed for revision of bills and submitted written submission dated 15-04-2026 received on 16-04-2026. However, the respondent requested the Forum to take appropriate decision as necessary.

### **Findings and observations of the Forum**

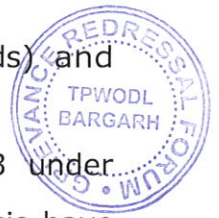
Written/verbal Submissions were made by both parties and arguments were heard at length. This Forum, after hearing the parties and going through the

  
**PRESIDENT**

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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 02-04-2013 under Irrigation Pumping and agriculture category and bills on average basis have been served up to Jun'2025. As per submission of the complainant high consumption average bills @ of 800 units per month and 1025 units per month have been served from Oct'2014 to Aug'2021.
- b. In the meanwhile, a new meter bearing Sl. No. TWSC10095277 has been installed on 31-07-2026 in the premises of the complainant.
- c. It is also noted that a bill revision has been done by the respondent on 17-03-2026 for the period from Dec'2019 to Aug'2021 and an amount of Rs.12957.57 has been deducted from the bill of the complainant.


### **Directions of the forum**

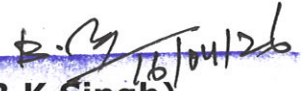
After observing the facts and records, the Forum Construed that, as the bill has already been revised by the respondent, the Forum is constraint to pass any order in respect of the grievance petition of the complainant.

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

  
(D.R. Sahu)  
Co-opted Member  
Grievance Redressal Forum  
TPWODL, Bargarh-768028  
No. GRF/BGH/

108<sup>(3)</sup>

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

  
(B.K. Singh)  
PRESIDENT  
Grievance Redressal Forum  
TPWODL, Bargarh-768028  
Date: 16/04/26

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](http://www.tpwesternodisha.com)- Customer Zone- Grievance Redressal Forum- BGH- GRF case No. BGH 118 of 2026.