

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/119/2026				
2	Complainant	Name & Address:		Consumer No:		
		Joshabati Bagarty		5150-0106-0763		
		At-Padhanmal, Jukhipali		Contact No.:		
		Bijepur, Dist-Bargarh		9938565917		
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		√
		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
11	Details of Compensation awarded, if any.			Nil		
12	Appeared for the Complainant:		Appeared for the Respondent:			
	Joshabati Bagarty Represented by Rudradeb Bagarty		SDO(Elect.), TPWODL, Padampur			

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. 5150-0106-0763 with connected load of 02.50 KW. That the Complainant has raised objection regarding the average bills served to him from Feb'2020 to Dec'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 Feb'2020 to Dec'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 Feb'2020 to Dec'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 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 27-02-2020 under Irrigation Pumping and agriculture category and bills on average basis have been served up to Dec'2021.
- b. In the meanwhile, a new meter bearing Sl. No. TPU007061 has been installed on 08-10-2021 in the premises of the complainant but updated in billing on 16-12-2021.
- c. Again, as per submission of the complainant, as the agriculture is seasonal, one-year average consumption should be taken for revision purpose.
- d. Therefore, the forum construed that the average period bills from Feb'2020 to Dec'2021 are to be revised as per 12 months average consumption of new meter.


Directions of the forum


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


- The provisional/abnormal bills from Feb'2020 to Dec'2021 are to be revised as per the average of 12 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 one month from the date of issue of this order.

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/ 110⁽³⁾

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- Customer Zone- Grievance Redressal Forum- BGH- GRF case No. BGH 119 of 2026.