

# 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/124/2026</b>			
2	Complainant	Name & Address:		Consumer No:	
		B. Parbati Devi		5121-2204-0170	
		At-Mahalaxmi Cycle Store, Main Road, Bargarh		Contact No.:	
3	Respondent	Name		Division	
		SDO(Elect.), TPWODL, Bargarh-I		BED, TPWODL, Bargarh.	
4	Date of Application	13.03.2026			
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	13.03.2026			
9	Date of Order	24.03.26			
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:			
	B. Parbati Devi Represented by Sri Dilip Kumar	SDO(Elect.), TPWODL, Bargarh-I			

## **ORDER**



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

During the spot hearing camp at SDO-I Bargarh Electrical Sub-division under Bargarh Electrical Division on 13-03-2026, the complainant appeared before the Forum whereas SDO-I Bargarh appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT- Domestic consumer having consumer No. 5121-2204-0170 with connected load of 3.00 KW. That the Complainant has raised objection regarding the high consumption bills served to him from Aug'2024 to Oct'2024. 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 Aug'2024 to Oct'2024 resulted to accumulation of arrear.
2. He further submits that; he had made verbal complain to the respondent about the erroneous bills.
3. He also requested the Forum to revise the bills.

#### **2. Reply Submission of the Respondent:**

- i. The respondent submitted the PVR dated 22-03-2026 with a written submission of SDO I Bargarh received on 23-03-2026.
- ii. The respondent also agreed upon high consumption bills served to him 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 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 and billed on actual meter readings up to Jul'2024 with meter Sl. No. LW008958 with a monthly average consumption of 495 units (Average from Sep'2018 to Jul'2024) against meter reading of "35142".
- From Aug'2024 to Oct'2024, bill @ 2403 units, 2580 units and 2318 units have been raised on actual meter reading basis which is disputed by the complainant.
- In the meanwhile, a new meter bearing Sl. No. TWSP51220170 has been changed on 18-11-2024 in the premises of the complainant and it is noted by the Forum that the monthly average consumption recorded in the new meter is 751 units (Average from Nov'2024 to Nov'2025).
- It is pertinent to mention here that, the respondent could have tested the accuracy of the meter but without testing a new meter has been changed.
- Therefore, it is decided by the Forum that, the bills from Aug'2024 to Oct'2024 should be revised.

## **Directions of the forum**

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

- The bills from Aug'2024 to Oct'2024 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.
- 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 30-06-2026.**



Accordingly, the case is disposed of.

*D.R. Sahu*

**(D.R. Sahu)**  
**Co-Opted Member**  
Grievance Redressal Forum  
TPWODL, Bargarh-768028

*P. Dasbhaya*

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

*B.K. Singh 24.03.26*

**(B.K. Singh)**  
**PRESIDENT**  
Grievance Redressal Forum  
TPWODL, Bargarh-768028

No. GRF/BGH/

*91(3)*

Date: *24.03.26*

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](http://www.tpwesternodisha.com)- Customer Zone- Grievance Redressal Forum- BGH- GRF case No. BGH 124 of 2026.