

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/125/2026			
2	Complainant	Name & Address:		Consumer No:	
		Kanta Prasad Sahu		5121-2217-0025	
		At-Christian Pada, Ward No-1 Bargarh		Contact No.: 9437220691	
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:		
	Kanta Prasad Sahu		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. 5121-2217-0025 with connected load of 3.00 KW. That the Complainant has raised objection regarding the high consumption bill in Oct'2025. 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 bill has been served to him in Oct'2025 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.

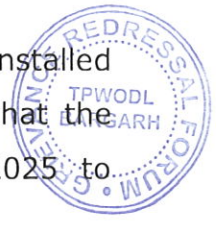
2. Reply Submission of the Respondent:

- i. The respondent also agreed upon high consumption bill in Oct'2025 and agreed for revision of bills and submitted PVR and written submission received on 23-03-2026. 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 and bills on actual meter readings have been served up to Apr'2025 with a monthly average consumption of 342 units with meter no. TPWODL1029793.



- b. In the meanwhile, a new meter bearing Sl. No. TWST15010663 has been installed on 21-05-2025 in the premises of the complainant. It is also noted that the monthly average consumption recorded by new meter from May'2025 to Sep'2025 is 455 units per month.
- c. But the bill for the month of Oct'2025 has been raised on actual meter reading basis @ 2614 units which is disputed by the complainant.
- d. It is also noted by the Forum that, the average consumption recorded by new meter from Nov'2025 to Feb'2026 is 634 units per month. Therefore, the forum construed that, there may be some erratic behaviour occurred in the meter in Oct'2025.
- e. Hence, the Forum construed that, the bill for the month of Oct'2025 should be revised.


Directions of the forum

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

- 1. The bill served to the complainant for the month of Oct'2025 is to be revised as per the average units from Nov'2025 to Apr'2026 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 30-06-2026.

Accordingly, the case is disposed of.


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


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


(B.K. Singh)
 PRESIDENT
 Grievance Redressal Forum
 TPWODL, Bargarh-768028
 Date: 24.03.26

Certified Copy to: 92(3)

- 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 125 of 2026.