

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/129/2026				
2	Complainant	Name & Address:		Consumer No:		
		Bhagyabanta Sahu		5153-0101-0542		
		At-Sahutikra, Sohela		Contact No.:		
		Dist-Bargarh		9777563026		
3	Respondent	Name		Division		
		SDO(Elect.), TPWODL, Sohela		BWED-II, TPWODL, Bargarh.		
4	Date of Application		16.03.2026			
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		16.03.2026			
9	Date of Order		06.05.26			
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:			
	Bhagyabanta Sahu Represented by Rahas Bihari Sahu		SDO(Elect.), TPWODL, Sohela			

PRESIDENT

Grievance Redressal Forum
TPWODL, Bargarh-768028

ORDER



Brief Facts of the Case

During the spot hearing at SDO Sohela under Bargarh West Electrical Division on 16-03-2026, the complainant appeared before the Forum whereas SDO Sohela appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT- Domestic consumer having consumer No. 5153-0101-0542 with connected load of 3.00 HP. That the Complainant has raised objection regarding the high consumption billing for which he has given complain for meter test but no action has been taken by the respondent. 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 resulted to accumulation of arrear.
2. He further submits that; he has given complain for meter test but no action has been taken by the respondent.
3. He also requested the Forum to revise the bills.

2. Reply Submission of the Respondent:

- i. The respondent submitted the PVR dated 09-04-2026 received on 05-05-2026 mentioning the KWH as "26009" KWH along with the reports of new 1ph parallel meter installation and comparison with the billing meter. 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 with installation of a new meter bearing Sl. No. 971110 on 09-07-2010 and bills on actual meter readings

have been served up to Jan'2013. From Feb'2013 to Sep'2018 average/provisional bills have been raised.

- b. In the meanwhile, a new meter bearing Sl. No. LW022967 was installed on 03-09-2018 and bills have been raised on actual meter readings up to Mar'2022 with a monthly average consumption of 293 units. From Apr'2022 to Dec'2023 average/provisional bills have been raised as meter was defective.
- c. Again, a new meter bearing Sl. No. TWB619804 has been installed on 26-12-2023 and bills have been raised on actual meter readings up to Mar'2026 with a monthly average consumption of 967 units which is disputed by the complainant.
- d. As submitted by the complainant, he has given complain for meter test but no action has been taken by the respondent. Accordingly, the Forum had given direction for installation of a parallel meter in series with the billing meter for consumption comparison.
- e. The respondent installed a parallel meter bearing Sl. No. WLT276923 on 12-04-2026 in series with the billing meter and submitted a comparison report of 24-04-2026. As per report submitted by the respondent, it is found that there are no discrepancies in consumption recorded by both the meter. The billing meter bearing Sl. No. TWB619804 has recorded a consumption of 400 units whereas the parallel meter bearing Sl. No. WLT276923 has recorded a consumption of 397 units which is under the limit.

Directions of the forum

After observing the facts and records, the Forum Construed that, as the meter test results found that the consumption recorded in the billing meter is correct, 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/ 171


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


(B.K. Singh)
President
Grievance Redressal Forum
TPWODL, Bargarh-768028
Date: 06.05.26

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 129 of 2026.