

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/138/2026 | | | |
| 2 | Complainant | Name & Address: | | Consumer No: | |
| | | Ganesh Padhan | | 5124-2105-1200 | |
| | | At-Banjipali, PO-Badmal, Bhatli, Dist-Bargarh | | Contact No.: 8249778965 | |
| 3 | Respondent | Name | | Division | |
| | | SDO(Elect.), TPWODL, Bhatli | | BED, TPWODL, Bargarh. | |
| 4 | Date of Application | 18.03.2026 | | | |
| 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 | 18.03.2026 | | | |
| 9 | Date of Order | 21.04.26 | | | |
| 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: | | |
| | Ganesh Padhan Represented by Kulamani Padhan | | SDO(Elect.), TPWODL, Bhatli | | |

PRESIDENT

Grievance Redressal Forum
TPWODL, Bargarh-768028

ORDER



Brief Facts of the Case

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

Brief facts pertaining to the case are that the Complainant is a LT- Domestic consumer having consumer No. 5124-2105-1200 with connected load of 0.50 KW. That the Complainant has raised objection regarding the high consumption bill in Oct'2022. 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'2022 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'2022 and agreed for revision of bills and submitted the PVR dated 06-04-2026 received on 18-04-2026. 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 16-09-2018 and bills on average basis have been served up to Aug'2021.
- b. In the meanwhile, a new meter bearing Sl. No. WLT281167 has been installed on 28-09-2021 in the premises of the complainant. It is also noted that the monthly

- average consumption recorded by new meter from Sep'2021 to Mar'2022 is 79 units per month. From Apr'2022 to Sep'2022 provisional bills have been served.
- c. But the bill for the month of Oct'2022 has been raised on actual meter reading basis @ 5687 units with monthly average consumption of 812 units (From Apr'2022 to Oct'2022) which is disputed by the complainant.
- d. It is also noted by the Forum that, the average consumption recorded by the same meter from Nov'2022 to Mar'2026 is 128 units per month. Therefore, the forum construed that, there may be some erratic behavior occurred in the meter in Oct'2022.
- e. Hence, the Forum construed that, the bills from Apr'2022 to Oct'2022 should be revised.


Directions of the forum


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


1. The bills served to the complainant from Apr'2022 to Oct'2022 is to be revised as per the average units recorded in the same meter after disputed period as mentioned i.e. 128 units per month 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 one month of issue of this order.

Accordingly, the case is disposed of.


(D.R. Sahu)
Co-Opted Member
Grievance Redressal Forum
TPWODL, Bargarh-768028
No. GRF/BGH/ 114


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


(B.K. Singh)
President
Grievance Redressal Forum
TPWODL, Bargarh-768028
Date: 21.04.26

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 138 of 2026.