

# CONSUMER GRIEVANCE REDRESSAL FORUM

ELECTRICAL CIRCLE, BARGARH

First Floor, Raymond Building, Bandutikra Chowk, Bargarh-768028

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## Present:

Sri B.K.Singh ... President  
Sri Pulakesh Dasbhaya ... Member (Finance)  
Sri Debendra Ranjan Sahu ... Co-Opted Member

1	Case No.	<b>BGH/143/2026</b>				
2	Complainant	Name & Address:		Consumer No:		
		Gurucharan Patel		5120-0106-0506		
		At-Kharsal, Bhatli		Contact No.:		
		Dist-Bargarh		9777591643		
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:			
	Gurucharan Patel		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 18-03-2026, 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- Irrigation Pumping and agriculture consumer having consumer No. 5120-0106-0506 with connected load of 3.00 HP. That the Complainant has raised objection regarding the high consumption bills served to him from Oct'2023 onwards with meter no. 10048732. 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 Oct'2023 onwards 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 submitted the PVR dated 10-04-2026. The respondent submits that the present meter no. 10048732 is found ok and showing meter reading as 47891 KWH.

### **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 11-11-2014 and bills on actual meter readings have been served up to Nov'2017 with meter no. 8180669 with a monthly average consumption of 124 units (Avg. from Nov'2014

to Nov'2017). From Dec'2017 to Aug'2023, bills have been raised on provisional/average basis with a monthly average consumption of 398 units.

- b. In the meanwhile, a new meter bearing Sl. No. 10048732 has been installed on 15-10-2023 and it is noted by the Forum that the monthly average consumption recorded by the new meter is 1567 units which is disputed by the complainant.
- c. It is noted by the Forum that, as the matter of objection was accuracy of the meter, the respondent could have tested the meter. But no proper action has been taken by the respondent till date.


### **Directions of the forum**


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


1. The respondent is directed to install another tested meter in series to the old one immediately and comparison to be done after ten days for accuracy of the meter.
2. If the meter bearing Sl. No. 10048732 is found to be defective, the bills served to the complainant from Oct'2023 onwards 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.
3. If the meter is found OK, the case is to be closed with a remarks as "complied".

**The Opposite party is directed to submit the compliance report to this Forum for Direction No. 1 within 15 days from the date of issue of this order and for Direction No. 2 within seven months 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  
No. GRF/BGH/ 116 (3)

  
**(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](http://www.tpwesternodisha.com)- Customer Zone- Grievance Redressal Forum- BGH- GRF case No. BGH 143 of 2026.