

# 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/146/2026</b>			
2	Complainant	Name & Address:		Consumer No:	
		Sarbesh Pradhan		5120-0103-6242	
		At-Banden Tikra, Via-Nagenpali Tora, Dist-Bargarh		Contact No.: 8018855008	
3	Respondent	Name		Division	
		Executive Engineer (Elect.), BED, Bargarh, TPWODL		BED, TPWODL, Bargarh.	
4	Date of Application	19.03.2026			
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	19.03.2026			
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:		
	Sarbesh Pradhan represented by Saroj Pradhan		SDO(Elect.), TPWODL, Bargarh-II		

## ORDER



### Brief Facts of the Case

During the spot hearing at Tora electrical section of SDO II Bargarh under Bargarh Electrical Division camp on 19-03-2026, the complainant appeared before the Forum whereas SDO II Bargarh 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. 5120-0103-6242 with connected load of 02.00 HP. That the Complainant has raised objection regarding the average bills served to him from time to time. 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 average bills have been served to him from Mar'2017 to Apr'2022 and from May'2025 to Sep'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:**

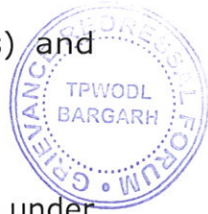
- i. The respondent also agreed upon average billing and agreed for revision of bills and submitted written submission dated 15-04-2026 received on 15-04-2026. However, the respondent requested the Forum to take appropriate decision as necessary.

### 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

  
**PRESIDENT**  
Grievance Redressal Forum  
TPWODL, Bargarh-768028

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 28-06-2010 under Irrigation Pumping and agriculture category and bills on actual basis have been served up to Feb'2017 with a monthly average consumption of 534 units.
- b. From Mar'2017 to Apr'2022 provisional/average bills have been raised @ 1451 units per month which is disputed by the complainant. The provisional bills have continued till Nov'2023 with different units.
- c. In the meanwhile, a new meter bearing SI. No. TWSC59001681 was installed on 10-01-2024 in the premises of the complainant and bills on actual meter readings have been served up to Apr'2025. From May'2025 to Sep'2025, provisional/average bills have been raised due to defective meter.
- d. Again, a new meter bearing SI. No. TWSC10095214 has been installed on 14-11-2025 in the premises of the complainant.
- e. Again, as per submission of the complainant, as the agriculture is seasonal, one-year average consumption should be taken for revision purpose.
- f. Therefore, the forum construed that the average period bills from May'2025 to Sep'2025 (5 months) and average period bills from Oct'2020 to Apr'2022 (19 months) are to be revised as per 12 months average consumption of new meter.

### **Directions of the forum**

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

- The provisional/abnormal bills from May'2025 to Sep'2025 (5 months) and average period bills from Oct'2020 to Apr'2022 (19 months) are to be revised as per the average of 12 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 31-12-2026.

Accordingly, the case is disposed of.

  
(D.R Sahu)

Co-Opted Member

Grievance Redressal Forum  
TPWODL, Bargarh-768028

No. GRF/BGH/ 119 (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 146 of 2026.