

# 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/149/2026</b>			
2	Complainant	Name & Address:		Consumer No:	
		Amrat Kandhar		5121-2313-0036	
		Gobindpali, Bargarh		Contact No.:	
				9938383806	
3	Respondent	Name		Division	
		SDO(Elect.), TPWODL, Bargarh-I		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	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:			
	Amrat Kandhar Represented by Sujit Kandhar	SDO(Elect.), TPWODL, Bargarh-I			

**PRESIDENT**

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Grievance Redressal Forum  
TPWODL, Bargarh-768028



## **ORDER**

### **Brief Facts of the Case**

During the spot hearing at ESO, Tora under SDO-II Bargarh Electrical Sub-division under Bargarh Electrical Division camp on 19-03-2026, 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. 5121-2313-0036 with connected load of 3.00 KW. That the Complainant has raised objection regarding the abnormal bill served to him for the month of Feb'2021 and Apr'2021. 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, abnormal bills have been served to him for the month of Feb'2021 and Apr'2021 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 19-03-2026 mentioning the meter reading as "9458" KWH of meter no. TWST1711455 and load verification report with a total load of 3.421 KW.
- ii. The respondent also agreed upon abnormal bill for the month of Feb'2021 and Apr'2021 and agreed for revision of bills. 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 under domestic category. It is noted by the Forum that the complainant has been billed on actual meter reading basis from Nov'2012 to Dec'2016 with a monthly average consumption of 312 units with meter no. 8100946. From Jan'2017 to Oct'2018 nil consumption/provisional bills have been served.
- b. In the meanwhile, a new meter bearing Sl. No. LW005399 has been installed on 07-09-2018 in the premises of the complainant and bills on actual meter reading basis have been served from Sep'2018 to Jul'2020 with a monthly average consumption of 493 units. In the month of Aug'2020, bill @ 7469 units have been raised and from Sep'2020 to Jan'2021, provisional bills have been served.
- c. Again, it is noted by the Forum that in the month of Feb'2021, bill @ 57833 units have been raised for a monthly average consumption of 9639 units (Average from Sep'2020 to Feb'2021) which shows the abnormal behaviour of the meter.
- d. In the meanwhile, a new meter bearing Sl. No. TWST1711455 has been installed on 30-03-2024 in the premises of the complainant. It is noted by the Forum that the monthly average consumption recorded in the new meter is 393 units (average from Mar'2024 to Feb'2026) which is very similar to the average consumption recorded in meter no. 8100946 which was installed earlier to meter no. LW005399.
- e. Therefore, it is decided by the Forum that the abnormal/average bills should be revised.

## **Directions of the forum**

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


- The abnormal bills raised with meter no. LW005399 are to be revised as per average of six months consumption 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 into 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 one month 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/

  
**(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: 96(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](http://www.tpwesternodisha.com)- Customer Zone- Grievance Redressal Forum- BGH- GRF case No. BGH 149 of 2026.