

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 D.R Sahu ... Co-Opted Member

1	Case No.	BGH/164/2025			
2	Complainant	Name & Address:		Consumer No:	
		Gular Singh Sahu		5150-0103-9253	
		At-Jalpali,Barpali		Contact No.:	
		Dist-Bargarh		9938371190	
3	Respondent	Name		Division	
Executive Engineer (Elect.), BWED,Bargarh,TPWODL		BWED, TPWODL, Bargarh.			
4	Date of Application		13.10.2025		
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		13.10.2025		
9	Date of Order		30.10.2025		
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:		
	Gular Singh Sahu Represented by Mishra Sahu		SDO(Elect.), TPWODL, Barpali		

ORDER



Brief Facts of the Case

During the spot hearing camp at Barpali Sub-division under Bargarh west Electrical Division on 13-10-2025, the complainant appeared before the Forum whereas SDO- Barpali 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. 5150-01036-9253 with connected load of 2.50 KW. That the Complainant has raised objection regarding the average bills served to him from Feb'2025 to May'2025. 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, average bills have been served to him Feb'2025 to May'2025 due to which high billings have been done 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 12-10-2025 mentioning the meter reading as "1088" KWH of meter no. TWSC10094307 with a written submission of SDO Barpali received on 25-10-2025.
- ii. The respondent also agreed upon average billing from Feb'2025 to May'2025 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:


PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028

- a. That the complainant has been given power supply on 07-06-2021 with installation of a new meter and bills on actual meter readings have been served up to Jan'2025. From Feb'2025 to May'2025 average/provisional bills have been served showing the meter as defective.
- b. In the meanwhile, a new meter bearing Sl. No. WLT285521 has been installed on 06-07-2025 in the premises of the complainant.
- c. Hence, the Forum construed that, the average period bills should be revised.
- d. It is also noted that, after meter change the billing for the month of Jun'2025 has been done @11597 units taking the higher average units of previous billing despite the meter reading of the new meter has been recorded as "820", which also needs revision.



Directions of the forum

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

1. The average bills served to the complainant from Feb'2025 to Jun'2025 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.
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 28-02-2026.

Accordingly, the case is disposed of.


Co-Opted Member
 Grievance Redressal Forum
 TPWODL, Bargarh-768028
 No. GRF/BGH/ 187(3)


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


PRESIDENT
 Grievance Redressal Forum
 TPWODL, Bargarh-768028
 Date: 30.10.2025

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 164 of 2025.