

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/165/2026			
2	Complainant	Name & Address:		Consumer No:	
		Goura Dansana		5153-1508-0984	
		Beniachal, Laumunda		Contact No.:	
		Bijepur, Dist-Bargarh		9040590666	
3	Respondent	Name		Division	
		SDO(Elect.), TPWODL, Bijepur		BWED-II, TPWODL, Bargarh.	
4	Date of Application	16.04.2026			
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	16.04.2026			
9	Date of Order	19.06.26			
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:		
	Goura Dansana Represented by K.K Dansana		SDO(Elect.), TPWODL, Bijepur		


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 TPWODL, Bargarh-768028

ORDER



Brief Facts of the Case

During the spot hearing at Sohela Sub-division under Bargarh West Electrical Division on 16-04-2026, the complainant appeared before the Forum whereas SDO- Sohela appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT- Domestic consumer having consumer No. 5153-1508-0984 with connected load of 1.00 KW. That the Complainant has raised objection regarding the high consumption bills served to him from 2020 to 2023 due to faulty meter. 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 2020 to 2023 due to faulty meter 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 10-06-2026 received on 11-06-2026.
- ii. The respondent also agreed upon high billing 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


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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 26-07-2015 with a connected load of 1.00 KW and bills on provisional/average basis have been served up to May'2021 with a monthly average of 145 units.
- b. In the meanwhile, a new meter bearing Sl. No. LW237406 had been installed on 13-08-2020 but updated in billing in Jun-Jul'2021 with a meter reading of "111". Again, it is noted from the billing data that the bill for the month of Aug-Sep'2021 has been raised @ 6051 units by showing the meter reading as "6162" and bills on actual meter readings have been generated for the next two billing cycle and after that the meter has been declared defective, which is disputed by the complainant. It is also noted by the Forum that the readings of the meter bearing Sl. No. LW237406 can't be trusted as only four billing cycle have been billed.
- c. Again, a new meter bearing Sl. No. 300024509 had been installed on 07-08-2022 but updated in billing in Feb-Mar'2023 with a meter reading of "1788"
- d. It is also noted by the Forum that the respondent has revised the bills from Jul'2022 to Nov'2022 for delay meter updation.
- e. Therefore, it is decided by the Forum that the bills raised with meter no. LW671265 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 Jun'2020 to May'2022 (Two Years) are to be revised as per the average of six consecutive billing of new meter (Average to be taken from Apr'2023 to Sep'2023 as reading has been updated in Mar'2023) 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 from the date of issue of this order.


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Accordingly, the case is disposed of.



(D.R Sahu)
Co-Opted Member
Grievance Redressal Forum
TPWODL, Bargarh-768028

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

19.06.26

(B.K. Singh)
PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028

No. GRF/BGH/ 198⁽³⁾

Date: 19.06.26

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 165 of 2026.