

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/178/2026				
2	Complainant	Name & Address:			Consumer No:	
		Arjun Pujhari			5151-0213-0317	
		At-Bhatigaon, Barpali			Contact No.:	
		Dist-Bargarh			9439145397	
3	Respondent	Name			Division	
		SDO(Elect.), TPWODL, Barpali			BWED, TPWODL, Bargarh.	
4	Date of Application	11.05.2026				
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	11.05.2026				
9	Date of Order	03.06.26				
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:			
	Arjun Pajhari Represented by Jashobanta Pujhari		SDO(Elect.), TPWODL, Barpali			


PRESIDENT
 Grievance Redressal Forum
 TPWODL, Bargarh-768028

ORDER



Brief Facts of the Case

During the spot hearing camp at Barpali Sub-division under Bargarh West Electrical Division on 11-05-2026, 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- Domestic consumer having consumer No. 5151-0213-0317 with connected load of 1.00 KW. That the Complainant has raised objection regarding the abnormal consumption bills served to him from Jul'2021 to Oct'2022. 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 bill has been served to him from Jul'2021 to Oct'2022 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 26-05-2026 mentioning the meter reading as "19139" KWH of meter no. LW243530 with a written submission of SDO Barpali received on 27-05-2026.
- ii. The respondent also submitted that the meter bearing Sl. No. LW243530 was installed on 08-11-2019 but it was updated in Aug'2021 and Rs.43388.86 bill had been raised in a single month. But later on bill has been revised and an amount of Rs.19407.77 has been deducted from the bill. However, the respondent requested the Forum to take appropriate decision as necessary.


PRESIDENT
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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:

- That the complainant has been billed as per Domestic category from Jun'2004 to Jun'2013 with meter no. B6328. A new meter change bearing Sl. No. LW24530 has been updated with a meter change date of 08-11-2019 in the month of Jul-Aug'2021 with a meter reading of "6869".
- Again, it is noted that, the respondent has already revised the bills from Nov'2019 to Sep'2023 by spreading over the meter readings and an amount of Rs.19407.77 has been deducted from the bill in Oct'2023.

Directions of the forum

After observing the facts and records, the Forum Construed that, as the bill has already been revised by the respondent, the Forum is constraint to pass any order in respect of the grievance petition of the complainant.

Hence the instant case is hereby dropped.


(D.R. Sahu)
Co-Opted Member
Grievance Redressal Forum
TPWODL, Bargarh-768028
No. GRF/BGH/
193 (3)


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


(B.K. Singh)
President
Grievance Redressal Forum
TPWODL, Bargarh-768028
Date: 03.06.26

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 178 of 2026.