

CONSUMER GRIEVANCE REDRESSAL FORUM

ELECTRICAL CIRCLE, BARGARH

First Floor, Raymond Building, Bandutikra Chowk, Bargarh-768028

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Present:

Sri B.K.Singh	...	President
Sri Pulakesh Dasbhaya	...	Member (Finance)
Sri D.R Sahu	...	Co-Opted Member

1	Case No.	BGH/190/2026			
2	Complainant	Name & Address:		Consumer No:	
		Bihari Sahu		5153-0217-0088	
		At-Banbaspali, Sarandapali		Contact No.:	
		Bijepur, Dist-Bargarh		9348466188	
3	Respondent	Name		Division	
		SDO(Elect.), TPWODL, Bijepur		BWED-II, TPWODL, Bargarh.	
4	Date of Application	20.05.2026			
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	20.05.2026			
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:		
	Bihari Sahu Represented by Niranjan Sahu		SDO(Elect.), TPWODL, Bijepur		

ORDER



Brief Facts of the Case

During the spot hearing at Bijepur Electrical Sub-division under Bargarh West Electrical Division camp on 20-05-2026, the complainant appeared before the Forum whereas SDO Bijepur appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT- Domestic consumer having consumer No. 5153-0217-0088 with connected load of 01.00 KW. That the Complainant has raised objection regarding the average/wrong bills served to him from Oct'2013 to Aug'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, high consumption average/wrong bills have been served to him from Oct'2013 to Aug'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 also agreed upon average/wrong billing from Oct'2013 to Aug'2021 and agreed for revision of bills and submitted PVR dated 08-06-2026 received on 11-06-2026. 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 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 Domestic category and bills on actual meter readings have been served up to Sep'2013 with a monthly average consumption of 90 units. From Oct'2013 to Jul'2021 average/provisional bills have been served.

- b. In the meanwhile, a new meter bearing Sl. No. LW243673 has been installed on 13-07-2019 in the premises of the complainant but updated in billing in Aug'2021 with a meter reading of "2312". It is also noted that the bill for the month of Aug'2021 has been raised for 2312 units in one month without any proper adjustments.
- c. Hence, the Forum construed that, the provisional/average bills 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 from Jul'2019 to Aug'2021 are to be revised on actual meter readings by taking the IMR as "0000" and FMR as "2312" as per Regulation 155 and 157 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.
2. The average bills served to the complainant from Jul'2017 to Jun'2019 (Two years) are to be revised as per the average of new meter as derived from direction no. 1 mentioned above as per Section 155 and 157 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.
3. Any adjustments done during the revision period are also to be taken in to consideration.
4. 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/
20/31


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


(B.K. Singh)
President
Grievance Redressal Forum
TPWODL, Bargarh-768028
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 190 of 2026.