

# 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.	<b>BGH/195/2025</b>						
2	Complainant	Name & Address:			Consumer No:			
		Balaram Majhi			5151-0212-0110			
		At-Padhpali, Resham,			Contact No.:			
		Barpali, Dist-Bargarh			9937208788			
3	Respondent	Name			Division			
		SDO(Elect.), TPWODL, Barpali			BWED, TPWODL, Bargarh.			
4	Date of Application	12.11.2025						
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	12.11.2025						
9	Date of Order	25.11.2025						
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:					
	Balaram Majhi Represented by		SDO(Elect.), TPWODL, Barpali					
	Sandeep Majhi							

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**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 12-11-2025, 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- Domestic consumer having consumer No. 5151-0212-0110 with connected load of 1.00 KW. That the Complainant has raised objection regarding the average bills served to him from Jan'2001 to Jul'2014. 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 Jan'2001 to Jul'2014 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 also agreed upon average billing from Jan'2001 to Jul'2014 and agreed for revision of bills and submitted PVR dated 17-11-2025 received on 24-11-2025. 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 prior to 1990 with installation of a new meter but as noted from the billing data that from Jan'2001 to

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Jul'2014 average/provisional bills have been served showing the meter as defective.

- b. In the meanwhile, a new meter bearing Sl. No. WES39689 has been installed in Sep'2014 in the premises of the complainant.
- c. Hence, the Forum construed 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,

1. The average bills served to the complainant from Aug'2012 to Jul'2014 (Two years) 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 one month from the date of issue of this order.**

Accordingly, the case is disposed of.

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

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

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

No. GRF/BGH/ 

Date: 25.11.2025

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](http://www.tpwesternodisha.com) Customer Zone- Grievance Redressal Forum- BGH- GRF case No. BGH 195 of 2025.