

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/204/2026				
2	Complainant	Name & Address:		Consumer No:		
		Nabin Mahananda		5122-1119-0150		
		At-Bhalupali, Atabira		Contact No.:		
		Dist-Bargarh		7894498232		
3	Respondent	Name		Division		
		SDO(Elect.), TPWODL, Atabira		BED, TPWODL, Bargarh.		
4	Date of Application		08.06.2026			
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		08.06.2026			
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:			
	Nabin Mahananda		SDO(Elect.), TPWODL, Atabira			

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ORDER



Brief Facts of the Case

During the spot hearing at Attabira Electrical Sub-division under Bargarh Electrical Division camp on 08-06-2026, the complainant appeared before the Forum whereas SDO Attabira appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT- Domestic consumer having consumer No. 5122-1119-0150 with connected load of 2.50 KW. That the Complainant has raised objection regarding the provisional/average bills served to him from May'2009 to Feb'2018 though meter was in running condition. 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, provisional/average bills have been served to him from May'2009 to Feb'2018 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 mentioning that the meter bearing Sl. No. TWST1797030 is in running condition and meter status is OK with KWH "6914".
- ii. The respondent also agreed upon provisional/average bills served to him from May'2009 to Feb'2018 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:

- That the complainant has been given power supply on 21-12-2008 with installation of a new meter bearing Sl. No. 313603 and bills on actual basis have been served up to Apr'2009 for the FMR as "593" with a monthly average consumption of 119 units per month.
- It is noted by the Forum that from May'2009 to Feb'2018, provisional/average bills have been raised with a monthly average consumption of 478 units per month though meter was in running condition.
- However, the meter reading was updated in Mar'2018 as "7994" and bills on actual meter readings have been raised from Mar'2018 onwards.
- Therefore, it is decided by the Forum that, the meter reading is to be spread from May'2009 to Mar'2018 with proper house lock adjustments.

Directions of the forum

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

- The bills from May'2009 to Mar'2018 are to be revised by taking the IMR as "593" and FMR as "7994" as per Section 157 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.
- Any adjustments done during the revision period are also to be taken in to consideration.
- 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
TPWODL, Bargarh-768028


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


(B.K. Singh)
President
TPWODL, Bargarh-768028
Date: 19.06.26

No. GRF/BGH/
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 204 of 2026.