

# 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 Debendra Ranjan Sahu ... Co-Opted Member

1	Case No.	<b>BGH/21/2026</b>				
2	Complainant	Name & Address:		Consumer No:		
		Bhawani Sahu		5120-0106-3770		
		At-Chuldhar, Kharmunda		Contact No.:		
Dist-Bargarh		7894100583				
3	Respondent	Name		Division		
		Executive Engineer (Elect.), TPWODL, BED, Bargarh		BED, TPWODL, Bargarh.		
4	Date of Application	16.01.2026				
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	16.01.2026				
9	Date of Order	20.02.26				
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:			
	Bhawani Sahu Represented by Akshaya Kumar Sahu		SDO(Elect.), TPWODL, Bargarh-II			

## ORDER



### Brief Facts of the Case

During the spot hearing camp at SDO-II Bargarh under Bargarh Electrical Division on 16-01-2026, the complainant appeared before the Forum whereas SDO- II Bargarh appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT- IRRIGATION PUMPING AND AGRICULTURE consumer having consumer No. 5120-0106-3770 with connected load of 3.00 HP. That the Complainant has raised objection regarding the high consumption billing for which he has given complain for meter test but no action has been taken by the respondent. 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 resulted to accumulation of arrear.
2. He further submits that; he has given complain for meter test but no action has been taken by the respondent.
3. He also requested the Forum to revise the bills.

#### **2. Reply Submission of the Respondent:**

- i. The respondent submitted the PVR dated 28-01-2026 mentioning the KWH as "48744" KWH along with the reports of new 3ph parallel meter installation and comparison with the billing meter. 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:



- That the complainant has been given power supply with installation of a new meter bearing Sl. No. TPU015887 on 22-02-2022 and bills on actual meter readings have been served up to Jan'2026.
- As submitted by the complainant, he has given complain for meter test but no action has been taken by the respondent. Accordingly, the Forum had given direction for installation of a parallel meter in series with the billing meter for consumption comparison.
- The respondent installed a parallel meter bearing Sl. No. TWSC10075616 on 09-02-2026 in series with the billing meter and submitted a comparison report of 14-02-2026. As per report submitted by the respondent, it is found that there are no discrepancies in consumption recorded by both the meter. The billing meter bearing Sl. No. TPU015887 and parallel meter bearing Sl. No. TWSC10075616 both have recorded a consumption of 299 units.

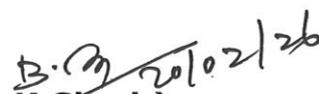
### **Directions of the forum**

After observing the facts and records, the Forum Construed that, as the meter test results found that the consumption recorded in the billing meter is correct, 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

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

  
**(B.K. Singh)**  
President  
Grievance Redressal Forum  
TPWODL, Bargarh-768028  
Date: 20.02.26

No. GRF/BGH/

26 (3)

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 21 of 2026.