

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.	BGH/212/2026				
2	Complainant	Name & Address:		Consumer No:		
		Pankaj Pandey		5125-2211-0427		
		At-Papaya, Thuapali		Contact No.:		
		Bheden, Dist-Bargarh		9777393479		
3	Respondent	Name		Division		
		SDO(Elect.), TPWODL, Bheden		BED, TPWODL, Bargarh.		
4	Date of Application	10.06.2026				
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	10.06.2026				
9	Date of Order	29.06.26				
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:			
	Pankaj Pandey Represented by Mahadeba Pandey		SDO(Elect.), TPWODL, Bheden			

ORDER



Brief Facts of the Case

During the spot hearing camp at SDO Bheden under Bargarh Electrical Division camp on 10-06-2026, the complainant appeared before the Forum whereas SDO- Bheden appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT- Domestic consumer having consumer No. 5125-2211-0427 with connected load of 2.00 KW. That the Complainant has raised objection regarding the average bill served to him from Jan'2021 to Dec'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 average bills have been served to him from Jan'2021 to Dec'2022 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 and agreed for revision of bills and submitted PVR dated 16-06-2026 received on 20-06-2026. 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 under domestic category and bills on actual meter readings have been served up to Jun'2020. From Jul'2020 to Apr'2023, bills on average basis have been raised which is disputed by the complainant.
- b. In the meanwhile, a new meter bearing Sl. No. TPWODL1069271 has been installed on 04-02-2023 in the premises of the complainant but declared defective in Jun'2024.
- c. Again, a new meter bearing Sl. No. TWST15018318 has been installed on 02-03-2025 in the premises of the complainant which is continuing till date.
- d. Therefore, the Forum construed that the average bills from May'2021 to Apr'2023 (Two years) should be revised.

Directions of the forum

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

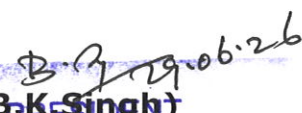
- The average bills from May'2021 to Apr'2023 (Two years) is to be revised as per the average of six consecutive billing of new meter bearing Sl. No. TWST15018318 as per Section 155 and 157 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.
- Any adjustments done 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
Grievance Redressal Forum
TPWODL, Bargarh-768028
No. GRF/BGH/ 210(3)


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


(B.K. Singh)
President
Grievance Redressal Forum
TPWODL, Bargarh-768028
Date: 29.06.26

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 212 of 2026.