

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/22/2026			
2	Complainant	Name & Address:		Consumer No:	
		Chandrabhanu Sahu		5123-2117-1299	
		At-Chuldhar, Kharmunda		Contact No.:	
		Dist-Bargarh		8328857965	
3	Respondent	Name		Division	
		SDO(Elect.), TPWODL, Bargarh-II		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	31.01.26			
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:		
	Chandrabhanu Sahu Represented by Sameer Sahu		SDO(Elect.), TPWODL, Bargarh-II		

ORDER



Brief Facts of the Case

During the spot hearing at SDO-II Bargarh Electrical Sub-division under Bargarh Electrical Division camp 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- Domestic consumer having consumer No. 5123-2117-1299 with connected load of 0.50 KW. That the Complainant has raised objection regarding the abnormal bill served to him for the month of 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, abnormal bill of Rs.68112.00 has been served to him for the month of 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 submitted the PVR dated 28-01-2026 mentioning the meter reading as "32" KWH of meter no. TWSP51315899 and load verification report with a total load of .54 KW.
- ii. The respondent also agreed upon abnormal bill for the month of Dec'2022 and agreed for revision of bills. However, the respondent requested the Forum to take appropriate decision as necessary.


PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-760028



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 on 15-11-2021 with installation of a meter bearing sl. No. 3151076 and bills on provisional basis have been served up to Nov'2022. The bill for the month of Dec'2022 has been served @ 12002 units with a monthly average consumption of 857 units (Avg. from Nov'2021 to Dec'2022) which is very high consumption for a 0.5 KW Domestic load and also the load has been certified by the respondent in his PVR.
- b. It is also noted that, from Jan'2023 to Jul'2023, actual billing has been done with a monthly average consumption of 471 units whereas the monthly average consumption of the bills served from Aug'2023 to Jun'2025 is 62 units only which shows that either no proper meter reading has been taken or meter was behaving erratically.
- c. In the meanwhile, a new meter bearing Sl. No. TWSP51315899 has been installed on 22-11-2025 in the premises of the complainant.
- d. Therefore, it is decided by the Forum 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,

- The abnormal / provisional bills served to him from Nov'2021(Date of power supply) to Jul'2023 are to be revised as per average of six months consumption of new meter 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.


PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028



The Opposite party is directed to submit the compliance report to this Forum within 30.06.2026.

Accordingly, the case is disposed of.


(D.R. Sahu)
Co-Opted Member
Grievance Redressal Forum
TPWODL, Bargarh-768028
No. GRF/BGH/ 19(3)


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


(B.K. Singh)
PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028
Date: 31.01.26

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 22 of 2026.