

# 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/28/2026</b>			
2	Complainant	Name & Address:		Consumer No:	
		Sanjib Barik		5150-0106-3263	
		Jatesira, Gondmal, Jharbandh, Dist-Bargarh		Contact No.: 9348377512	
3	Respondent	Name		Division	
		Executive Engineer (Elect.), BWED, Bargarh TPWODL		BWED, TPWODL, Bargarh.	
4	Date of Application	20.01.2026			
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	20.01.2026			
9	Date of Order	09.03.26			
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:			
	Sanjib Barik	SDO(Elect.), TPWODL, Jharbandh			

  
PRESIDENT  
Grievance Redressal Forum  
TPWODL, Bargarh-768028

## ORDER



### Brief Facts of the Case

During the spot hearing camp at Jharbandh Electrical Sub-division under Bargarh West Electrical Division on 20-01-2026, the complainant appeared before the Forum whereas SDO- Jharbandh 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. 5150-0106-3263 with connected load of 2.50 KW. That the Complainant has raised objection regarding the high consumption bills served to him from Oct'2025 to Nov'2025. 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 from Oct'2025 to Nov'2025 resulted to accumulation of arrear.
2. He further submits that; he had made verbal complain to the respondent about the erroneous bills.
3. He also requested the Forum to revise the bills.

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

- i. The respondent submitted the PVR dated 23-02-2026 mentioning that "high consumption bills generated from Oct'2025 to Nov'2025 due to defective meter."
- ii. The respondent also agreed upon high consumption bills served to him 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 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 06-08-2025 and billed on actual meter readings up to Sep'2025 with meter Sl. No. TWSC59043954 with a monthly average consumption of 458 units against meter reading of "915" up to Sep'2025.
- In the month of Oct'2025, bill @ 2012 units have been raised showing the meter reading as "2927" but with the same reading the meter has been declared defective which is disputed by the complainant.
- In the meanwhile, a new meter bearing Sl. No. TWSC59015061 has been changed on 29-11-2025 in the premises of the complainant.
- It is also noted that, after meter change the billing for the month of Nov'2025 has been done @1554 units taking the higher average units of previous billing despite the meter reading of the new meter has been recorded as "612", which is also disputed by the complainant.
- Therefore, it is decided by the Forum that, the bills from Oct'2025 to Nov'2025 should be revised.

## **Directions of the forum**

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

- The bills from Oct'2025 to Nov'2025 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.
- 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.

*B. B.*

PRESIDENT

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**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

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

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

No. GRF/BGH/ 67(3)

Date: 09.03.26

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](http://www.tpwesternodisha.com)- Customer Zone- Grievance Redressal Forum- BGH- GRF case No. BGH 28 of 2026.