

# 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/32/2026</b>			
2	Complainant	Name & Address:		Consumer No:	
		Trilochan Bariha		5154-1202-0147	
		At-Saldihi, Guthuguda, Jharbandh, Dist-Bargarh		Contact No.: 9777107262	
3	Respondent	Name		Division	
		SDO(Elect.), TPWODL, Jharbandh		BWED, TPWODL, Bargarh.	
4	Date of Application	20.01.2026			
5	In the matter of-	1. Agreement / Termination	2. Billing Disputes	<input checked="" type="checkbox"/>	
		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	<input checked="" type="checkbox"/>
11	Details of Compensation awarded, if any.	Nil			
12	Appeared for the Complainant:	Appeared for the Respondent:			
	Trilochan Bariha	SDO(Elect.), TPWODL, Jharbandh			

B.K. ✓ Page 1 of 3

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- Domestic consumer having consumer No. 5154-1202-0147 with connected load of 1.00 KW. That the Complainant has raised objection regarding the high consumption bills served to him in Dec'2020. 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 served to him in Dec'2020 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 23-02-2026 mentioning that high consumption bills have been done due to wrong reading.
- ii. The respondent also agreed upon high consumption bill served to him and agreed for revision of bills. However, the respondent requested the Forum to take appropriate decision as necessary.

*B.B.*

## 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 08-05-2003 with installation of a new meter bearing Sl. No. 9191139.
- It is noted by the Forum that bills on actual meter readings have been served up to Sep'2020 with a meter reading of "6007". In the month of Oct-Nov'2020, wrong meter reading has been punched as '0000" due to which round complete bill has been generated with a consumption of 3993 units. Later on, the meter reading has been updated in May'2022 as "6254".
- It is also noted that a bill revision has been done by the respondent for a period from Oct'2020 to May'2022 and an amount of Rs.23594.75 has been deducted from the bill of the complainant.


## Directions of the forum

After observing the facts and records, the Forum Construed that, as the bill has already been revised by the respondent, 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  
No. GRF/BGH/  
70(3)

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

  
**(B.K. Singh)**  
**President**  
Grievance Redressal Forum  
TPWODL, Bargarh-768028  
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: Bhoingar, 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 32 of 2026.