

# 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/42/2026</b>			
2	Complainant	Name & Address:		Consumer No:	
		Hrushikesh Jhankar		5152-0204-2837	
		At-Jodamunda, Jamutbahal, Gaisilet, Dist-Bargarh		Contact No.: 917859547	
3	Respondent	Name		Division	
		SDO(Elect.), TPWODL, Padampur		BWED, TPWODL, Bargarh.	
4	Date of Application	06.02.2026			
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	06.02.2026			
9	Date of Order	24.02.26			
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:		
	Hrushikesh Jhankar		SDO(Elect.), TPWODL, Padampur		

## ORDER



### Brief Facts of the Case

During the spot hearing camp at Gaisilat section of Padampur Electrical Sub-division under Bargarh West Electrical Division on 06-02-2026, the complainant appeared before the Forum whereas SDO- Padampur appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT- Domestic consumer having consumer No. 5152-0204-2837 with connected load of 0.04 KW. That the Complainant has raised objection regarding the abnormal billing from Sep'2025 to Jan'2026. 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 Sep'2025 to Jan'2026 due to which high billings have been done 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 high consumption billing from Sep'2025 to Jan'2026 and agreed for revision of bills and submitted PVR and a parallel meter comparison report dated 14-02-2026 received on 18-02-2026. However, the respondent requested the Forum to take appropriate decision as necessary.
- ii. The respondent also submitted in his PVR that, they have installed a parallel meter for 3 days and noticed difference of consumption of more than 31 units. Hence bill may be revised as per old meter test report.



## **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 06-08-2015 and bills on actual meter readings have been served up to Feb'2016 with a monthly average consumption of 30 units recorded in the meter bearing SI. No. 5323711.
- b. From Apr'2016 to Aug'2019, provisional/average bills have been served. In Sep-Oct'2019 a new meter bearing SI. No. LW380300 has been shown as meter changed, but the same has been corrected in Sep'2025 with the same meter installed before and the meter reading has been updated as "5163". It is noted by the forum that the bills from Sep'2025 to Jan'2026 have been served more than 1000 units per month which seems abnormal.
- c. After receiving complain on accuracy of the meter and as directed by the Forum, respondent installed a parallel meter bearing SI. No. TWB320025 to check the accuracy of the billing meter on 11-02-2026 with an IMR of "32" KWH.
- d. It is noted from the parallel meter comparison report that, the consumption recorded in parallel meter from 11-02-2026 to 13-02-2026 is 3 units whereas the consumption recorded in billing meter bearing SI. No. 5323711 is 34 units which leads to the conclusion that the billing meter is defective.
- e. Hence, the Forum construed that, the abnormal bills should be revised.

## **Directions of the forum**

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

1. A new meter is to be installed at the premises of the complainant within 15-03-2026.
2. The bills served to the complainant with the meter bearing SI. No. 5323711 are to be revised up to two years 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.

  
**PRESIDENT**  
Grievance Redressal Forum  
TPWODL, Bargarh-761028

3. Any adjustments done during the revision period are also to be taken in to consideration.

4. 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 31-10-2026.**

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/ 36<sup>(3)</sup>

Date: 24.02.26

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 42 of 2026.