

# 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/49/2026</b>			
2	Complainant	Name & Address:		Consumer No:	
		Hari Sahu		5153-1405-0057	
		At-Kasera, Sohela		Contact No.:	
		Dist-Bargarh		9938307336	
3	Respondent	Name		Division	
		SDO(Elect.), TPWODL, Sohela		BWED-II, TPWODL, Bargarh.	
4	Date of Application	09.02.2026			
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	09.02.2026			
9	Date of Order	26.02.26			
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:		
	Hari Sahu		SDO(Elect.), TPWODL, Sohela		

## ORDER



### Brief Facts of the Case

During the spot hearing at Sohela Electrical Sub-division under Bargarh West Electrical Division-II camp on 09-02-2026, the complainant appeared before the Forum whereas SDO- Sohela appeared as respondent before the Forum. Brief facts pertaining to the case are that the Complainant is a LT- Domestic consumer having consumer No. 5153-1405-0057 with connected load of 1.00 KW. That the Complainant has raised objection regarding the high consumption bills served to him from Aug'2021 onwards due to faulty meter. 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 Aug'2021 onwards due to faulty meter 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 16-02-2026 with a written submission received on 18-02-2026.
- ii. The respondent also agreed upon high billing 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:

- a. That the complainant has been given power supply on 21-04-2005 with a connected load of 1.00 KW and bills meter readings have been served up to Apr'2012 with meter bearing Sl. No. 1951723 for a monthly average of 76 units.

- b. From May'2012 to Jun'2021 average bills have been served with a monthly consumption of 97 units. In the meanwhile, a new meter bearing Sl. No. LW637919 had been installed on 05-03-2020 but updated in billing in Jul-Aug'2021 with a meter reading of "14708" for a monthly average consumption of 817 units (Average from Mar'2020 to Aug'2021). Again, it is noted from the billing data that the same meter has recorded a monthly average consumption of 769 units from Sep'2021 to Oct'2025 which is disputed by the complainant.
- c. Again, a new meter bearing Sl. No. TWSP51350764 has been installed on 11-12-2025 and bills on actual meter readings have been served with a monthly average of 802 units per month (average up to Jan'2026) which leads the Forum to construed that as the consumption recorded in both the meter bearing Sl. No. LW637919 and TWSP51350764 are almost equal, the old meter was OK and has recorded correct consumption.
- d. It is also noted by the Forum that, the respondent has already revised the bills from Apr'2020 to Apr'2023 for late updation of meter and an amount of Rs.32759.00 has been deducted from the bill of the complainant.

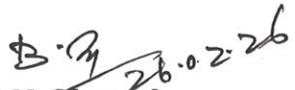
### Directions of the forum

After observing the facts and records, the Forum Construed that, as the consumption recorded in both the meter bearing Sl. No. LW637919 and TWSP51350764 are almost equal and bills for late updation of meter have already been revised, 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

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

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

No. GRF/BGH/

40(3)

Date:

26.02.26

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: 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 49 of 2026.