

# CONSUMER GRIEVANCE REDRESSAL FORUM

ELECTRICAL CIRCLE, BARGARH

First Floor, Raymond Building, Bandutikra Chowk, Bargarh-768028

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## Present:

Sri B.K.Singh ... President  
Sri Pulakesh Dasbhaya ... Member (Finance)  
Sri Debendra Ranjan Sahu ... Co-Opted Member

1	Case No.	<b>BGH/52/2026</b>			
2	Complainant	Name & Address:		Consumer No:	
		Gulam Zafar		5153-0101-0818	
		In Front of PWD,IB,Sohela		Contact No.:	
		Dist-Bargarh		8658154871	
3	Respondent	Name		Division	
		SDO(Elect.), TPWODL, Sohela		BWED, 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	20.02.26			
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:		
	Gulam Zafar		SDO(Elect.), TPWODL, Sohela		

## **ORDER**



### **Brief Facts of the Case**

During the spot hearing at Sohela Electrical Sub-division under Bargarh West Electrical Division 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. 5153-0101-0818 with connected load of 2.00 KW. That the Complainant has raised objection regarding the high consumption bills served to him from May'2022 to Sep'2024 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 May'2022 to Sep'2024 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 09-02-2026 with a written submission received on 13-02-2026.
- 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 30-10-2021 with a connected load of 2.00 KW with installation of a new meter bearing Sl. No. WLT205766.

- b. It is noted from the billing database that from date of power supply to May'2022, the meter has recorded a monthly average consumption of 54 units only whereas the same meter has recorded a monthly consumption of 464 units from Jun'2022 to Sep'2024 which shows the erratic behavior of the meter.
- c. The respondent could have checked and test the meter at that time but no necessary steps were taken for consumption variation recorded in the meter.
- d. Again, a new meter bearing Sl. No. TWB157060 has been installed on 19-10-2024 and bills on actual meter readings have been served with a monthly average of 187 units per month (average up to Jan'2026) which leads the Forum to construed that either the meter bearing Sl. No. WLT205766 was defective or no proper meter readings have been taken by the respondent.
- e. Therefore, it is decided by the Forum that the bills raised with meter no. WLT205766 should be revised.

### **Directions of the forum**

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

1. The bills served to the complainant from Oct'2022 to Sep'2024 (Two Years) 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.
2. Any adjustments done during the revision period are also to be taken in to consideration.
3. 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 one month from the date of issue of this order.**

Accordingly, the case is disposed of.

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

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

  
(B.K. Singh)  
PRESIDENT  
Grievance Redressal Forum  
TPWODL, Bargarh-768028  
Date: 20.02.26

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 52 of 2026.