

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.	BGH/55/2026			
2	Complainant	Name & Address:		Consumer No:	
		Motilal Dash		5153-1407-0269	
		At-Kanapali, Panimora		Contact No.:	
Sohela, Dist-Bargarh		7008521892			
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	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:			
	Motilal Dash	SDO(Elect.), TPWODL, Sohela			

B.K.S.
PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028

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. 5153-1407-0269 with connected load of 1.00 KW. That the Complainant has raised objection regarding the high consumption bills served to him from Aug'2021 to Mar'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 Aug'2021 to Mar'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 10-02-2026 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


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relevant documents, FG and Samadhan database (Licensee's soft records) and provisions of law have concluded as follows:

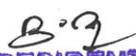


- a. That the complainant has been given power supply on 01-01-1990 with a connected load of 1.00 KW and bills meter readings have been served up to Dec'2006 with meter bearing Sl. No. 1865270 for a monthly average of 65 units.
- b. From Jan'2007 to Jun'2021 average bills have been served with a monthly consumption of 181 units. In the meanwhile, a new meter bearing Sl. No. LW637937 had been installed on 19-03-2020 but updated in billing in Jul-Aug'2021 with a meter reading of "7751" for a monthly average consumption of 456 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 352 units from Sep'2021 to Jan'2024 which is disputed by the complainant.
- c. 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 65 units only whereas the new meter has recorded a monthly consumption of 456 units from Mar'2020 to Aug'2021 and 352 units from Sep'2021 to Jan'2024 which shows the erratic behavior of the meter.
- d. 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.
- e. Again, a new meter bearing Sl. No. TWST15047032 has been installed on 22-05-2025 and bills on actual meter readings have been served with a monthly average of 81 units per month (average up to Jan'2026) which leads the Forum to construed that either the meter bearing Sl. No. LW637937 was defective or no proper meter readings have been taken by the respondent.
- f. Therefore, it is decided by the Forum that the bills raised with meter no. LW637937 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 Mar'2022 to Feb'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.


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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


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


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

No. GRF/BGH/ 3/13

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: Bhoynagar, 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- Customer Zone- Grievance Redressal Forum- BGH- GRF case No. BGH 55 of 2026.