

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/65/2026			
2	Complainant	Name & Address:		Consumer No:	
		Triveni Pani Panchayat		5150-0116-2166	
		C/o-Gouri Sahu, Mandiadhupa(4), Paikmal, Dist-Bargarh		Contact No.: 9040318380	
3	Respondent	Name		Division	
		Executive Engineer (Elect.),BWED,Bargrah TPWODL		BWED, TPWODL, Bargarh.	
4	Date of Application	17.02.2026			
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	17.02.2026			
9	Date of Order	05.03.26			
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:		
	Triveni Pani Panchayat Represented by Gouri Sahu		SDO(Elect.), TPWODL, Paikmal		

PRESIDENT

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Grievance Redressal Forum
TPWODL, Bargarh-768028

ORDER



Brief Facts of the Case

During the spot hearing at Paikmal Sub-division under Bargarh West Electrical Division on 17-02-2026, the complainant appeared before the Forum whereas SDO- Paikmal appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT- Irrigation Pumping and Agriculture consumer having consumer No. 5150-0116-2166 with connected load of 10 HP. That the Complainant has raised objection regarding the average bills served to him from Dec'2017 to Dec'2019. 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, average bills have been served to him Dec'2017 to Dec'2019 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 average billing from Dec'2017 to Dec'2019 and agreed for revision of bills and submitted PVR dated 17-02-2026 received on 17-02-2026. 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 with installation of a new meter and bills on actual meter readings have been served up to Nov'2017. From Dec'2017 to Dec'2019 average/provisional bills have been served showing the meter as defective. From Dec'2020 to Dec'2022, no bills have been raised. Again, provisional bills from Jan'2023 to Jul'2023 have been served and no bills have been served from Aug'2023 to May'2024.
- b. In the meanwhile, a new meter bearing Sl. No. 10051995 has been installed on 16-08-2024 in the premises of the complainant but updated one month later.
- c. Hence, the Forum construed that, the provisional/average bills should be revised.


Directions of the forum


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

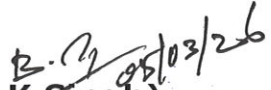
- 1. The average bills served to the complainant from Jan'2018 to Dec'2019 (Two Years) are to be revised as per the average of six consecutive billing of new meter as per Section 155 and 157 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.
- 2. Any adjustments 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


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


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

No. GRF/BGH/ 49 (G)

Date: 05.03.26

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- Customer Zone- Grievance Redressal Forum- BGH- GRF case No. BGH65 of 2026.