

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/68/2026			
2	Complainant	Name & Address:		Consumer No:	
		Ranjit Hans		5154-1103-0945	
		At-Gurunda, Mithapali		Contact No.:	
		Paikmal, Dist-Bargarh		7894600391	
3	Respondent	Name		Division	
		SDO(Elect.), TPWODL, Paikmal		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:			
	Ranjit Hans Represented by Nabin Hans	SDO(Elect.), TPWODL, Paikmal			

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- Domestic consumer having consumer No. 5154-1103-0945 with connected load of 0.11 KW. That the Complainant has raised objection regarding the high consumption bills served to him from Jun'2021 to Dec'2022 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 Jun'2021 to Dec'2022 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 17-02-2026 with a written submission received on 17-02-2026.
- 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

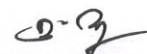
Written/verbal Submissions were made by both parties and arguments were heard at length. This Forum, after hearing the parties and going through the relevant documents, FG and Samadhan database (Licensee's soft records) and provisions of law have concluded as follows:

- a. That the complainant has been given power supply on 15-09-2013 with a connected load of 0.11 KW and bills meter readings have been served up to Feb'2016 with meter bearing Sl. No. 6987957 for a monthly average of 32 units.
- b. From Mar'2016 to Dec'2020 average bills have been served with a monthly consumption of 36 units. In the meanwhile, a new meter bearing Sl. No. LW671265 had been installed on 31-12-2020 but updated in billing in May-Jun'2021 with a meter reading of "2413" for a monthly average consumption of 345 units (Average from Dec'2020 to Jun'2021). Again, it is noted from the billing data that the same meter has recorded a monthly average consumption of 232 units from Jul'2021 to Aug'2022 which is disputed by the complainant.
- c. It is noted from the billing database that from date of power supply to Feb'2016, the meter has recorded a monthly average consumption of 32 units only whereas the new meter has recorded a monthly consumption of 345 units from Dec'2020 to Jun'2021 and 232 units from Jul'2021 to Aug'2022 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. TPWODL1061313 has been installed on 09-01-2023 and bills on actual meter readings have been served with a monthly average of 41 units per month (average up to Jan'2026) which leads the Forum to construed that either the meter bearing Sl. No. LW671265 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. LW671265 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 Jan'2021 to Dec'2022 (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.



PRESIDENT


Crievance Redressal Forum
TPWODL, Bargarh-760028


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
05/03/26

No. GRF/BGH/ 5/13

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: 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- Customer Zone- Grievance Redressal Forum- BGH- GRF case No. BGH 68 of 2026.