

**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/77/2026</b>			
2	Complainant	Name & Address:		Consumer No:	
		Bateswar Bhoi		5122-2502-0237	
		At-Nunia Jampali, Bargarh		Contact No.:	
				8328818242	
3	Respondent	Name		Division	
		SDO(Elect.), TPWODL, Attabira		BED, TPWODL, Bargarh.	
4	Date of Application	18.02.2026			
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	42,140,155 & 157			
8	Date(s) of Hearing	18.02.2026			
9	Date of Order	<i>25.03.26</i>			
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:		
	Bateswar Bhoi Represented by Krushna Barik		SDO(Elect.), TPWODL, Attabira		

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

## ORDER



### Brief Facts of the Case

During the spot hearing at Attabira Sub-division under Bargarh Electrical Division on 18-02-2026, the complainant appeared before the Forum whereas SDO- Attabira appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT- Domestic consumer having consumer No. 5122-2502-0237 with connected load of 2.50 KW. That the Complainant has raised objection regarding high consumption bill for the month of Nov'2024. 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 bill has been served to him for the month of Nov'2024 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.

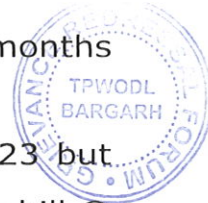
#### **2. Reply Submission of the Respondent:**

- i. Despite of several emails the respondent neither submit any documents asked by the Forum nor submit any written submission to the case.

### Findings and observations of the Forum

This Forum, after hearing the complainant and going through the relevant documents, FG and Samadhan database (Licensee's soft records) and provisions of law have concluded as follows:

1. It is noted from the billing database that the complainant has been given power supply under domestic category and bills have been done up to Oct'2015 with a monthly average consumption of 89 units only with meter no. 8053597.
2. It is also noted from the database that the meter bearing Sl. No. WLT039705 was installed in Oct'2017 and bill on actual meter readings have been done up to Apr'2018 with a monthly average consumption of 237 units.
3. From May'2018 to Sep'2020 provisional bills have been served. In the month of Oct'2020, a wrong meter change has been entered and again



provisional bills have been served up to Jan'2023 except two months false billing on meter readings.

- 4. Again, the wrong meter change has been corrected in Feb'2023 but provisional bills have been continued till Oct'2024. In Nov'2024, bill @ 37733 units amounting to Rs.234390.75 have been served which is disputed by the complainant. From Dec'2024 onwards bills have been served on actual meter readings.
- 5. It is pertinent to mention here that, neither meter readings had been taken from May'2018 nor effective steps had been taken to rectify the wrong meter entry till Oct'2024. In this instant case the complainant could not receive a correct bill for more than 6 years.
- 6. Therefore, the Forum construed that, the bills should be revised to a period of two years only.

**Directions of the forum**

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

- The bills for the month of Dec'2022 to Nov'2024 (Two years) are to be revised as per the average of six consecutive billing (From Dec'2024 to May'2025) as per Section 155 and 157 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.
- Any adjustments done during the revision period are also to be taken in to consideration.
- 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.

*(Handwritten signature)*

**(D.R.Sahu)**  
**Co-Opted Member**

Grievance Redressal Forum  
TPWODL, Bargarh-768028  
No. GRF/BGH/

98

*(Handwritten signature)*

**(P.Dasbhaya)**  
**Member (Finance)**

Grievance Redressal Forum  
TPWODL, Bargarh-768028

*(Handwritten signature)* 03/26

**(B.K.Singh)**  
**PRESIDENT**

Grievance Redressal Forum  
TPWODL, Bargarh-768028  
Date:

25.03.26

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](http://www.tpwesternodisha.com)- Customer Zone- Grievance Redressal Forum- BGH- GRF case No. BGH 77 of 2026.