

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/78/2026			
2	Complainant	Name & Address:		Consumer No:	
		Kshiti Bhusan Pradhan		5120-0103-5914	
		At-Katabaga, Lastala, Atabira, Dist-Bargarh		Contact No.: 9937858947	
3	Respondent	Name		Division	
		Executive Engineer (Elect.), BED, Bargarh, TPWODL		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	16.03.26			
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:		
	Kshiti Bhusan Pradhan		SDO(Elect.), TPWODL, Attabira		

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- Irrigation Pumping and agriculture consumer having consumer No. 5120-0103-5914 with connected load of 3.00 HP. That the Complainant has raised objection regarding the debit amount of Rs.39149.96 added in his bill in May'2025. 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, debit amount of Rs.39149.96 added in his bill in May'2025 which 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 09-03-2026 with a written submission of Superintending Engineer, BED Bargarh received on 13-03-2026.
- ii. The respondent also agreed upon the debit amount of Rs.39149.96 added in his bill in May'2025. The respondent also admitted that the same amount has been debited due to upward bill revision for the meter defective period limited to 2 years only. 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:


1. It is noted from the billing database that the complainant has been given power supply and bills on actual meter readings has been done up to Jul'2018 with meter no. WES43323. From Aug'2018 to Dec'2023, provisional/average bills with a monthly average of 221 units have been served.
2. In the meanwhile, a new meter bearing Sl. No. TWSC59003181 was installed on 31-01-2024 in the premises of the consumer.
3. Taking the 6 months average consumption of new meter, it is noted that the monthly average consumption of new meter is 1305 units. It is also noted by the Forum that as the complainant is doing agriculture and it is seasonal therefor 12 months average should be taken. But it is noted that 12 months average consumption of new meter is 1333 units almost same as 6 months average.
4. Therefore, it is construed by the Forum that, the bill revision done for meter defective period limited to 2 years only is as per Regulation 155 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019 and is justified.


Directions of the forum


After observing the facts and records, the Forum Construed that, as the bill revision done for Rs. 39149.96 has been done as per Regulation, the Forum is constraint to pass any order in respect of the grievance petition of the complainant.

Hence the instant case is hereby dropped.

Accordingly, the case is disposed of.


(D.R. Sahu)
Co-Opted Member
TPWODL, Bargarh-768028


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


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

No. GRF/BGH/

803

Date: 16.03.26

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 78 of 2026.