

# 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/80/2026</b>			
2	Complainant	Name & Address:		Consumer No:	
		Kamal Ku. Dansana		5124-2211-0811	
		Khijupali, Bura		Contact No.:	
Bhukta, Dist-Bargarh		7846836231			
3	Respondent	Name		Division	
		SDO(Elect.), TPWODL, Bhukta		BED, TPWODL, Bargarh.	
4	Date of Application	19.02.2026			
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	19.02.2026			
9	Date of Order	06.03.26			
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:			
	Kamal Kumar Dansana	SDO(Elect.), TPWODL, Bhukta			

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**PRESIDENT**  
Grievance Redressal Forum  
TPWODL, Bargarh-768028

## ORDER



### Brief Facts of the Case

During the spot hearing at Bhukta Sub-division under Bargarh Electrical Division camp on 19-02-2026, the complainant appeared before the Forum whereas SDO- Bhukta appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT- Domestic consumer having consumer No. 5124-2211-0811 with connected load of 2.50 KW. That the Complainant has raised objection regarding the average bills served to him from Oct'2018 to Apr'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 Oct'2018 to Apr'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 Oct'2018 to Apr'2019 and agreed for revision of bills and submitted PVR dated 20-02-2026 received on 21-02-2026. 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 Sep'2017. From Oct'2018 to Apr'2019 average/provisional bills have been served showing the meter as defective.

- b. In the meanwhile, a new meter bearing Sl. No. LW263958 has been installed on 25-04-2019 in the premises of the complainant but updated one month later. But as per complainant, the meter had been changed before Apr'2019 and no proper reading has been taken.
- c. It is also noted by the Forum that, from May'2019 to Sep'2019 consumption has been dropped from 550 units per month to 126 units per month which shows that the meter was installed earlier and the suppress reading available in the meter has been adjusted up to Sep'2019.
- d. It is also noted by Forum that, the category has been changed from Domestic to LT- Temp. Supply Domestic without any reason which should be reverted to Domestic.
- e. 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,

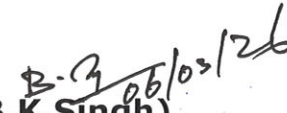
1. The average bills served to the complainant from Oct'2018 to Apr'2019 are to be revised as per the average of six consecutive billing (Average from Oct'2019 to Mar'2020) of new meter as per Section 155 and 157 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.
2. The category is to be reverted to Domestic from LT- Temp. Supply Domestic category immediately.
3. Any adjustments done during the revision period are also to be taken in to consideration.
4. 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  
 No. GRF/BGH/  
 Certified Copy to: 630

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

  
**(B.K. Singh)**  
 President  
 Grievance Redressal Forum  
 TPWODL, Bargarh-768028  
 Date: 06.03.26

- 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](http://www.tpwesternodisha.com)- Customer Zone- Grievance Redressal Forum- BGH- GRF case No. BGH 80 of 2026.