

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/82/2026				
2	Complainant	Name & Address:		Consumer No:		
		Rasik Pandey		5120-0103-4730		
		At-Ruchida, Bhukta		Contact No.:		
		Dist-Bargarh		7327934565		
3	Respondent	Name		Division		
		Executive Engineer (Elect.), TPWODL, BED, Bargarh		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		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:			
	Rasik Pandey Represented by Deben Ku. Pandey		SDO(Elect.), TPWODL, Bhukta			

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- Irrigation Pumping and Agriculture consumer having consumer No. 5120-0103-4730 with connected load of 7.00 HP. That the Complainant has raised objection regarding the fixed charge claimed for 7.00 HP instead of 3.00 HP. 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, fixed charge has been claimed for 7.00 HP instead of 3.00 HP 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 fixed charge claimed for 7.00 HP instead of 3.00 HP and agreed for revision of bills and submitted PVR dated 20-02-2026 with a written submission received on 13-03-2026. 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 on 01-12-2000 and bills on average basis have been served up to Dec'2014 with a fixed charges of Rs.40.00

per month for 3HP connected load. But from Jan'2015 fixed charge has been claimed @ Rs.70.00 per month by taking the connected load as 7.00 HP which is disputed by the complainant.

- b. As per submission by the respondent that there is no valid documents or records available regarding such change in CD effected in the month of Jan'2015.
- c. It is also noted by the Forum that, as mentioned by SDO Bhukta in his PVR dated 20-02-2026, the connected motor at site is of 3.00 HP.
- d. Hence, the Forum construed that, the excess fixed charges claimed are to be withdrawn.

Directions of the forum

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

1. The connected load is to be corrected as 3.00 HP in the billing immediately.
2. The excess fixed charges claimed from Jan'2015 to Feb'2026 are to be are to be withdrawn as per Section 157 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.
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


(P. Dasbhaya)

MEMBER
Member (Finance)
Grievance Redressal Forum
TPWODL, Bargarh-768028


(B. K. Singh)

PRESIDENT
President
Grievance Redressal Forum
TPWODL, Bargarh-768028

No. GRF/BGH/

81(3)

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: Bhoynagar, 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 82 of 2026.