

# 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/83/2026</b>			
2	Complainant	Name & Address:		Consumer No:	
		Padmanava Seth		5124-2204-0393	
		At-Kusmuda, Banjipali, Bhukta		Contact No.:	
		Dist-Bargarh		9938671709	
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	26.02.26			
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:			
	Padmanava Seth Represented by Dibyalochan Seth	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- Domestic consumer having consumer No. 5124-2204-0393 with connected load of 2.50 KW. That the Complainant has raised objection regarding the high consumption bill in Jul'2017. 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 in Jul'2017 due to which high billings have been done 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 high consumption bill in Jul'2017 and agreed for revision of bills and submitted PVR and written submission 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 on 25-04-2008 with installation of a new meter bearing Sl. No. 302828 and bills on actual meter readings have been served up to Jun'2017 with a meter reading of "4186" with a

monthly average consumption of 38 units. In Jul'2017, bill @ 8209 units has been served showing the meter reading as "12395" which is disputed by the complainant.

- b. Again, it is noted by the Forum that, from Aug'2017 to May'2019 provisional/average bills have been served and the meter has been declared defective which creates doubts on the consumption recorded in Jul'2017.
- c. In the meanwhile, a new meter bearing Sl. No. LW336614 has been installed on 13-05-2019 in the premises of the complainant. It is also noted that the monthly average consumption of new meter is 69 units per month (Average from May'19 to Oct'19).
- d. Hence, the Forum construed that, the abnormal/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 bills served to the complainant from Jul'2017 to May'2019 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.
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

No. GRF/BGH/ 44<sup>(3)</sup>

Date: 26.02.26

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 83 of 2026.