

# 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/05/2026</b>			
2	Complainant	Name & Address:		Consumer No:	
		President Mahanadi Pani Panchayat		5120-0116-0392	
		At-Jampali-IV,Ainlapali, Mahule,Bheden,Dist-Bargarh		Contact No.: 8457897511	
3	Respondent	Name		Division	
		SDO(Elect.), TPWODL, Bheden		BED, TPWODL, Bargarh.	
4	Date of Application	08.01.2026			
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):				Cluses
	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	08.01.2026			
9	Date of Order	27.01.26			
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:		
	President Mahanadi Pani Panchayat Represented by E. Ganesh		SDO(Elect.), TPWODL, Bheden		



## **ORDER**

### **Brief Facts of the Case**

During the spot hearing camp at Bheden Electrical Sub-division under Bargarh Electrical Division camp on 08-01-2026, the complainant appeared before the Forum whereas SDO- Bheden 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. 512001160392 with connected load of 9.50 KW. That the Complainant has raised objection regarding the false/average bills served to him from Feb'2025 to Dec'2025 during which the transformer was burnt and no power was availed by him. 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, false/average bills have been served to him from Feb'2025 to Dec'2025 during which the transformer was burnt and no power was availed by him resulted to accumulation of arrear.
2. He further submits that; he had made verbal complain to the respondent about the erroneous bills.
3. He also requested the Forum to revise the bills.

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

- i. The respondent submitted the PVR dated 16-01-2026 with a written submission of SDO Bheden received on 22-01-2026 mentioning that "The Transformer was burnt in Feb'2025 and the same was replaced on 18-01-2026."

- ii. The respondent also agreed upon false/average bills served to him and agreed for revision of bills. 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:

- That the complainant has been billed on actual meter readings up to Jan'2024 with meter Sl. No. 10033664 with a meter reading of "2542". From Feb'2024 to Mar'2025 bills on actual meter readings have been served to the complainant with the same meter reading of "2542". From Apr'2025 to Oct'2025, provisional/average billing has been done. From Nov'2025 no bills have been generated as supply was disconnected.
- But as per submission made by SDO Bheden that the Transformer was burnt in Feb'2025 and the same was replaced on 18-01-2026. It is also noted from the PVR submitted by the respondent that a new meter bearing Sl. No. TWSC59029729 was changed on 09-12-2025 but the meter reading is "0" as on 16-01-2026 as no supply was availed by the complainant.
- Therefore, it is decided by the Forum that, the bills from Apr'2025 to Oct'2025 should be withdrawn.

### **Directions of the forum**

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

- The provisional bills from Apr'2025 to Oct'2025 are to be withdrawn (Except Fixed charges) as per Section 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.



**PRESIDENT**

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

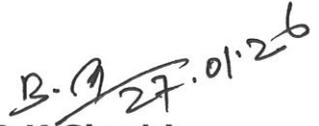


The Opposite party is directed to submit the compliance report to this Forum within one month from the date of issue of this order.

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/ 09<sup>(3)</sup>

Date: 27.01.26

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 05 of 2026.