

**Grievance Redressal Forum**  
**TPWODL, BARGARH**  
 First Floor, Raymond Building, Bandutikra Chowk,  
 Bargarh, Pin- 768028

Email: [grf.bargarh@tpwesternodisha.com](mailto:grf.bargarh@tpwesternodisha.com), Ph No.06646-230135  
Bench: Sri B.K Singh (President) and Sri S. Tripathy, Member (Finance)



Ref: GRF/Bargarh/Div/BED/ (Final Order)/ 130<sup>(4)</sup>

Date: 25.10.2024

**Present:** Sri B. K Singh (President),  
 Sri S. Tripathy, Member (Finance).

1	Case No.	BGH/111/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Tapan Barik At-Beherapali, Hatisar, Bhatli Dist-Bargarh		5120-0103-6706	9337311217
3	Respondent/s	EE ( Elect), BED, Bargarh , TPWODL			Division B.E.D, TPWODL, Bargarh
4	Date of Application	27.09.24			
5	In the matter of-	1. Agreement/Termination	X	2. Billing Disputes	✓
		3. Classification/Reclassification of Consumers	X	4. Contract Demand / Connected Load	X
		5. Disconnection / Reconnection of Supply	X	6. Installation of Equipment & apparatus of Consumer	X
		7. Interruptions	X	8. Metering	X
		9. New Connection	X	10. Quality of Supply & GSOP	X
		11. Security Deposit / Interest	X	12. Shifting of Service Connection & equipments	X
		13. Transfer of Consumer Ownership	X	14. Voltage Fluctuations	X
		15. Others (Specify) -X			
6	Section(s) of Electricity Act, 2003 involved				
7	OERC Regulation(s) with Clauses	1. OERC Distribution (Conditions of Supply) Code, 2019 ✓ 2. OERC Distribution (Licensee's Standard of Performance) Regulations, 2004 3. OERC Conduct of Business Regulations, 2004 4. Odisha Grid Code (OGC) Regulation, 2006 5. OERC (Terms and Conditions for Determination of Tariff) Regulations, 2004 6. Others			
8	Date(s) of Hearing	04.10.24			
9	Date of Order	25.10.2024			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

B.K  
 PRESIDENT

Grievance Redressal Forum  
 TPWODL, Bargarh-768028

**Hearing At:** Office of President, GRF, Bargarh, TPWODL.

**Appeared**

**For the Complainant-** Tapan Barik  
Represented by Souri Charan Barik



**For the Respondent -** EE (Elect.), BED, Bargarh, TPWODL.  
Represented by Sri Priyabrata Joshi, JFM (Fin), BED, Bargarh, TPWODL

**GRF Case No- BGH/111/2024**

(1) Tapan Barik  
At-Beherapali, Hatisar, Bhatli,  
Dist- Bargarh.  
Consumer No.- 5120-0103-6706

**COMPLAINANT**

**VRS**

(1) EE (Elect.) BED, Bargarh, TPWODL

**OPPOSITE PARTY**

**GIST OF THE CASE**

The Complaint petition filed in the name of Tapan Barik, At-Beherapali, Bhatli, represented by Souri Charan Barik, objected about disconnection of power supply from 25.06.20 to till date due to transformer failure, but energy bill was raised on provisional basis during the same period. Hence, the complainant prayed before the Forum for resolving the billing dispute.

**SUBMISSION OF OPPOSITE PARTY**

The Opposite Party submitted the ledger copies from Nov 14 to Sept 24, Physical Verification Report (PVR) dt. 03.10.24 and written submission in this case. In reply to the case, the Opposite Party submitted that, the initial date of power supply to the complainant's premises was effected on 21.11.2014 with CD 3 HP. The transformer of the complainant got failed on dt. 25.06.20 due to lightening and also the cable of the complainant got damaged. One new transformer was installed on dt. 21.03.2021. But the cables are yet to be replaced and the power supply to the complainant's premises has not been restored. The Opposite party submitted that, the cable will be replaced after release of the required cable. The energy bills are being raised on Provisional/average basis since 25.06.2020 to till date. The opposite party urged before the Forum to issue necessary order as deemed fit.

**OBSERVATION**

The case is perused with all documents available on record and merit of the case. The complainant is an existing consumer of electricity under the operational area of TPWODL bearing Consumer No-5120-0103-6706 having CD-03 HP, under LT-Irrigation Pumping and Agriculture Category, under ESO-Bhatli. The initial date of power supply to the complainant was effected on 20.11.2014. It is observed by the Forum from the ledger abstract that, energy bills of the complainant from Nov 14 to May 20 were raised on Provisional/Actual/Average basis from time to time. As per the grievance petition of the complainant, the power supply to his premises was disconnected since Jun 20 due to transformer failure. It is seen from the ledger abstract that, energy bills were raised on Average basis from Jun 2020 till the last bill i.e Sept 24.



The Opposite Party submitted that, due to lightening, the transformer along with the cable were damaged. The defective transformer has been replaced on dt. 21.03.21 with a new one. But the cables have not been replaced yet. The same will be replaced after release of the required cable. After replacement of the cable, the power supply to the complainant's premises will be restored.

Hence, the Forum is of the considered opinion that, the energy billing of the complainant should be stopped till the restoration of power supply. And the Provisional/Average bill charged to the complainant during the no supply period is to be withdrawn except the monthly fixed charges so levied.


### **ORDER**


Considering the documents and statements submitted by both the parties and agreed upon at the time of hearing, the Forum hereby passes orders in consonance with regulations of the OERC Distribution (Conditions of Supply) Code 2019.

1. The Opposite Party is directed to restore the power supply to the complainant immediately.
2. The Opposite Party is directed to revise and withdraw the energy bills raised to the complainant during the period from 25.06.20 till the date of restoration of power supply, except the monthly fixed charges so levied only during the no power supply period, duly adjusting the bill revision made earlier and/or, the benefit arising out of the OTS Scheme, if any.
3. The Opposite Party is directed to serve the revised energy charges bill with revised due date within 30 days from the issue of this Order, duly considering the applicable tariff during the period, taking in to account the adjustments, if any, and adjusting the payments made by the complainant.
4. The Complainant is directed to pay the revised billed amount so arrived, if any, within due date after receipt of the revised energy charges bill, to which the complainant is liable to pay.

**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.

  
(S. K. Singh)  
Member (Finance)  
Grievance Redressal Forum  
TPWODL, Bargarh-768028

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

Copy to: -

1. Tapan Barik, At-Beherapali, PO-Hatisar, Bhatli, Dist-Bargarh, Mob-9337311217.
2. Sub-Divisional Officer (Elect.), Bhatli, TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer.
3. Executive Engineer (Elect.), BED, TPWODL, Bargarh.
4. The Chief Legal-cum-Nodal Officer, TPWODL, Burla for information.

"If the complainant is aggrieved either by this order or due to non-implementation of the order of the Grievance Redressal Forum in time, he/she is at liberty to make 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 this order of the Grievance Redressal Forums."

This Order can be accessed on OERC website, [www.orierc.org](http://www.orierc.org) under the "head "Cases->"GRF".