

# 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/111/2026</b>			
2	Complainant	Name & Address:		Consumer No:	
		Satyaprakash Agrawal		5122-0111-0009	
		At/Po-Atabira Dist-Bargarh		Contact No.: 9938910500	
3	Respondent	Name		Division	
		SDO(Elect.), TPWODL, Atabira		BED, TPWODL, Bargarh.	
4	Date of Application	09.03.2026			
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	09.03.2026			
9	Date of Order	22.04.26			
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:		
	Satyaprakash Agrawal Represented by Jatindra Jena		SDO(Elect.), TPWODL, Atabira		

## **ORDER**



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

During the spot hearing camp at Attabira Electrical Sub-division under Bargarh Electrical Division on 09-03-2026, the complainant appeared before the Forum whereas SDO- Attabira appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT- Temp. Supply General Purpose < 110 KVA consumer having consumer No. 5122-0111-0009 with connected load of 2.00 KW. That the Complainant has raised objection regarding arrear against the temporary connection after closure in July'25. 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, the Temp. supply taken by him was closed in Jul'2025 and final bill of Rs.6705.00 deposited on 31-12-2025 but the respondent has raised a further demand of Rs.20613.61.
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 and release solar connection.

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

- i. The respondent submitted the written submission on 17-04-2026.
- ii. The respondent submitted that, after due analysis of billing data, it is found that bills are being raised on PL basis up to 08/2025 and the total accumulated reading have been billed in the month of Sept 2025 on the basis of actual meter reading.
- iii. That, further in the month of Dec 2025 the available Security Deposit amounting Rs. 6705.04 has been adjusted against the arrear and money receipt has also been generated.
- iv. That, again after due adjustment of excess FC and Meter rent charged from Sept 2025 onwards, final bill has been processed as per which the consumer is liable to pay the net final amount of Rs. 20613.00.

## 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 was given power supply on 02-02-2024 under LT- Temp. Supply General Purpose < 110 KVA category.
- That, as per submission of the complainant, the same connection was closed in Jul'2025 and a final bill of Rs.6705.00 deposited on 31-12-2025 but the respondent has raised a further demand of Rs.20613.61.
- It is noted by the Forum that, the receipt submitted by the complainant for the amount of Rs.6705.04 is a security deposit adjustment receipt which has been paid by the complainant earlier.
- Later on, the respondent has raised a final bill by taking the final meter reading of "3259" amounting to Rs. 20613.61 after adjustment of excess FC and Meter rent charged from Sept 2025 onwards and the payment of Rs.6705.00 paid against the SD.
- In support of this the respondent has also submitted the final bill, PVR and photo of meter with meter reading "3259".


## Directions of the forum

After observing the facts and records, the Forum Construed that, as the respondent has followed the proper procedure and raised the final bill as per regulation, the Forum is constraint to pass any order in respect of the grievance petition of the complainant.

**Hence the instant case is hereby dropped.**

  
(D.R Sahu)  
Co-Opted Member  
Grievance Redressal Forum  
TPWODL, Bargarh-768028  
No. GRF/BGH/  
126(3)

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

  
(B.K.Singh)  
PRESIDENT  
Grievance Redressal Forum  
TPWODL, Bargarh-768028  
Date: 22.04.26

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: 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 111 of 2026.