

# 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 D.R Sahu          | ... | Co-Opted Member  |

|    |                                                |                                                                          |                                              |                                                      |                  |
|----|------------------------------------------------|--------------------------------------------------------------------------|----------------------------------------------|------------------------------------------------------|------------------|
| 1  | Case No.                                       | <b>BGH/119/2025</b>                                                      |                                              |                                                      |                  |
| 2  | Complainant                                    | Name & Address:                                                          |                                              | Consumer No:                                         |                  |
|    |                                                | Bajanath Patel                                                           |                                              | 5120-0106-4133                                       |                  |
|    |                                                | Telipada,Dwari,Bhukta                                                    |                                              | Contact No.:                                         |                  |
|    |                                                | Dist-Bargarh                                                             |                                              | 7206224202                                           |                  |
| 3  | Respondent                                     | Name                                                                     |                                              | Division                                             |                  |
|    |                                                | EE(Elect.),BED,Bargarh, TPWODL                                           |                                              | BED, TPWODL, Bargarh.                                |                  |
| 4  | Date of Application                            | 14.08.2025                                                               |                                              |                                                      |                  |
| 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               |                                              |                                                      | 42,140,155 & 157 |
| 8  | Date(s) of Hearing                             | 14.08.2025                                                               |                                              |                                                      |                  |
| 9  | Date of Order                                  | 30.08.2025                                                               |                                              |                                                      |                  |
| 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:                 |                                                      |                  |
|    | Bajanath Patel Represented by<br>Keshaba Patel |                                                                          | SDO(Elect.), TPWODL, Bhatli                  |                                                      |                  |

## **ORDER**



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

During the spot hearing at Bhukta Electrical Section of Bhatli Sub-division under Bargarh Electrical Division on 14-08-2025, the complainant appeared before the Forum whereas SDO- Bhatli 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. 512001064133 with connected load of 2.50 KW. That the Complainant has raised objection regarding the bills served to him from Aug'2021 to Jul'2025 during the period in which no power supply was there due to failure of the borewell. 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, bills have been served to him from Aug'2021 to Jul'2025 during the period in which no power supply was there due to failure of the borewell 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 submitted the PVR dated 22-08-2025 mentioning that "the consumer has already been dismantled and no meter was present at site" with a written submission of SDO Bhukta (Bhatli) received on 26-08-2025.
- ii. The respondent also agreed upon the failure of borewell and no power supply availed by the consumer and agreed for revision of bills. However, the respondent requested the Forum to take appropriate decision as necessary.

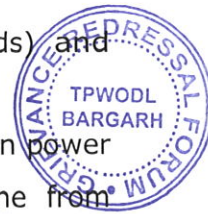
### **Findings and observations of the Forum**

Written/verbal Submissions were made by both parties and arguments were heard at length. This Forum, after hearing the parties and going through the

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



relevant documents, FG and Samadhan database (Licensee's soft records) and provisions of law have concluded as follows:



1. It is noted from the billing database that the complainant has been given power supply on 10-08-2021 and provisional/average billing has been done from Aug'2021 to Jul'2025.
2. It is further noted from the submission of the respondent that the connection was released on 10-08-2021 but due to failure of the borewell the consumer could not avail the power supply, still the bill was generated and has continued till date.
3. Therefore, it is decided by the Forum that, the all the bills generated against the complainant should be withdrawn.

### **Directions of the forum**

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

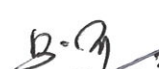
- The bills generated from Aug'2021 to till date are to be withdrawn as per Section 157 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.
- Any adjustments done during the revision period are also to be taken in to consideration.
- DPS charged on the wrong bills are also to be withdrawn.

**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. Dashbaya)  
Member (Finance)  
Grievance Redressal Forum  
TPWODL, Bargarh-768028

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

No. GRF/BGH/ 120<sup>(3)</sup>

Date: 30.08.2025

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 119 of 2025.