

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.	BGH/122/2026				
2	Complainant	Name & Address:		Consumer No:		
		Upendra Sahu, At-Kamgaon, Bargarh		5120-0103-7051		
				Contact No.:		
		8018287258				
3	Respondent	Name		Division		
		Executive Engineer (Elect.),BED,Bargarh, TPWODL		BED, TPWODL, Bargarh.		
4	Date of Application	13.03.2026				
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	13.03.2026				
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:			
	Upendra Sahu Represented by Goutam Sahu		SDO(Elect.), TPWODL, Bargarh-II			

ORDER



Brief Facts of the Case

During the spot hearing at SDO II Bargarh under Bargarh Electrical Division camp on 13-03-2026, the complainant appeared before the Forum whereas SDO II Bargarh 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. 5150-0103-7051 with connected load of 2.50 KW. That the Complainant has raised objection regarding the bills served to him despite the borewell is not running. 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 connection is not in use from 2016 to till date due to unavailability of water supply at site. During this period the connection remain unused. However, average and provisional bills were generated instead of actual consumption bills as it was unmetered.
2. Recently, water supply has been restored and he wants to reconnect the power supply for use.
3. He further submits that; he had made verbal complain to the respondent about the erroneous bill.
4. He also requested the Forum to revise the bills.

2. Reply Submission of the Respondent:

- i. The respondent submitted the PVR dated 23-03-2026 with a written submission received on 15-04-2026 mentioning that there is no meter at site with a remark "the consumer is availing power supply from the main through a service cable and without meter."
- ii. The respondent also submitted that, no such evidence available regarding collapse of borewell point neither any intimation received from the consumer nor it has been brought to the notice of any officials of TPWODL/WESCO.

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 10-07-2018 without a meter and bills on average basis have been served up to Mar'2026.
- b. As per submission of the complainant that his borewell is not running but as per respondent the complainant is availing power supply for a 1.5 HP motor and without meter.
- c. It is noted by the Forum that, as submitted by the complainant in his application that he wants to restore the power supply but as per verification made by the respondent that the supply is already in use for 1.5 HP motor.
- d. It is also noted by the Forum that, no such evidence is available regarding collapse of borewell. No information has been given by the complainant to any officials regarding non functioning of the borewell despite almost 8 years have been passed.
- e. Hence, the Forum construed that, as the complainant has given wrong information to the Forum and no such evidence could be submitted by him regarding the non-functioning of the borewell, no bill revision can be done.

Directions of the forum

After observing the facts and records, the Forum Construed that, as the complainant has given wrong information to the Forum and no such evidence could be submitted by him regarding the non-functioning of the borewell, 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/ 1270


(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- Customer Zone- Grievance Redressal Forum- BGH- GRF case No. BGH 122 of 2026.