

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.	BGH/126/2025				
2	Complainant	Name & Address:		Consumer No:		
		Lal Bihari Bhoi		5152-0302-1017		
		At-Kelenda, Melchhamunda		Contact No.:		
		Dist-Bargarh		9777460809		
3	Respondent	Name		Division		
		SDO(Elect.), TPWODL, Padampur		BWED, TPWODL, Bargarh.		
4	Date of Application	19.08.2025				
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				
8	Date(s) of Hearing	19.08.2025				
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:			
	Lal Bihari Bhoi		SDO(Elect.), TPWODL, Padampur			

ORDER



Brief Facts of the Case

During the spot hearing at Melchhamunda Electrical Section of Padampur Sub division under Bargarh West Electrical Division on 19-08-2025, the complainant appeared before the Forum whereas SDO- Padampur appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT- Domestic consumer having consumer No. 515203021017 with connected load of 1.00 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 as the supply was disconnected on his application. 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 as he has applied for disconnection, resulted to accumulation of arrear.
2. The complainant also submits the copy of application dated 16-09-2021 wherein it has been mentioned by ESO, TPWODL, Melchhamunda that "The consumer's electric connection was disconnected from 31-09-2021".
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 26-08-2025 mentioning that "the supply and meter not found at site".
- ii. The respondent also agreed upon the disconnection of power supply 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

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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 and bills on actual meter readings has been done upto Jun'2021 with meter no. 8108066. From Jul'2021 to Jul'2025 provisional/average bills have been generated.
2. It is further noted from the copy of application of the respondent that the connection was disconnected on 31-07-2021 based on request made by the complainant, still the bill has been generated and has continued till date.
3. Therefore, it is decided by the Forum that, the all the bills generated against the complainant after Jul'2021 should be withdrawn.



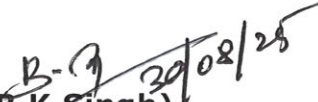
Directions of the forum

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 and further generation of bill is to be stopped immediately 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 No. GRF/BGH/ 123(3)	 (P. Dashbaya) Member (Finance) Grievance Redressal Forum TPWODL, Bargarh-768028	 (B.K. Singh) President Grievance Redressal Forum TPWODL, Bargarh-768028 Date: 30.08.2025
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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 126 of 2025.