

# 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/133/2025</b>				
2	Complainant	Name & Address:		Consumer No:		
		Bajranglal Agrawal		5125-2104-0820		
		At-Jamdol, Bheden		Contact No.:		
		Dist-Bargarh		7681003111		
3	Respondent	Name		Division		
		SDO(Elect.), TPWODL, Bheden		BED, TPWODL, Bargarh.		
4	Date of Application	20.08.2025				
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	20.08.2025				
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:			
	Bajranglal Agrawal Represented by Sumit Kumar Agrawal		SDO(Elect.), TPWODL, Bheden			

## **ORDER**

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

During the spot hearing at Bheden Electrical Section of Bheden Sub-division under Bargarh Electrical Division on 20-08-2025, the complainant appeared before the Forum whereas SDO- Bheden appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT- Domestic consumer having consumer No. 5125-2104-0820 with connected load of 1.00 KW. That the Complainant has raised objection regarding the bills served to him from May'2016 to May'2023 despite of no power supply has been given to him. 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 May'2016 to May'2023 despite of no power supply has been given to him 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 meter bearing Sl. No. WUS03162 found with 0 reading and no service wire found from pole" with a written submission of SDO Bheden received on 26-08-2025.
- ii. The respondent also agreed upon that no power supply was provided to the premises of 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 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 20-05-2016 and false bills with a meter reading of "0003" has been served up to Jun'2016. From Jul'2016 provisional/average billing has been done up to May'2023. From Jun'2023 no bills have been generated.
2. It is also noted from the submission of the complainant that, two connections were released on the same day i.e. 20-05-2016 at his premises bearing consumer no. 512521040819 and 512521040820 but power supply was given to consumer no. 512521040819 and no supply was given to consumer no. 512521040820 but bills generated for both the connections.
3. It is further noted from the submission of the SDO Bheden that the connection no. 512521040820 was released with installation of Meter No. WUS03162 but no power supply was provided. After verification it is found that the present meter reading of meter no. WUS03162 is "0.00" KWH.
4. 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 May'2016 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.


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




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

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

No. GRF/BGH/

124(3)

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 133 of 2025.