

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/134/2025			
2	Complainant	Name & Address:		Consumer No:	
		Alekh Meher		5125-2101-1275	
		At-Talipada, Bheden		Contact No.:	
		Dist-Bargarh		9937520861	
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	02.09.2025			
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:		
	Alekh Meher		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. 5125-2101-1275 with connected load of 1.00 KW. That the Complainant has raised objection regarding the bills served to him from Dec'2018 to Jun'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 Dec'2018 to Jun'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 supply release date is 24-12-2018 but line not charged. After installation of meter the consumer is availing power supply." 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:

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PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028

1. It is noted from the billing database that the complainant has been given power supply on 24-12-2018 and provisional/average billing has been done from the date of power supply to Jun'2023. From Jul'2023 to May'2025 no bills have been generated. Again, bills have been generated from Jun'2025 after installation of a new meter bearing Sl. No. TWST15064423 on 11-07-2025.
2. It is further noted from the submission of the SDO Bheden that the power supply was released on 24-12-2018 but no power supply was provided due to consumer was using power supply from another service connection in the name of his brother. After installation of meter on 11-07-2025, the consumer is availing power supply.
3. Therefore, it is decided by the Forum that, the all the bills generated against the complainant during no power supply should be withdrawn.

Directions of the forum

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

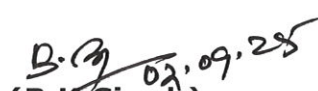
- The bills generated from Dec'2018 to Jun'2023 are to be withdrawn as per Section 157 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.
- Any adjustments done during the revision period are also to be taken in to consideration.
- DPS charged on the wrong bills 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. B. Sahu)
Co-Opted Member
Grievance Redressal Forum
TPWODL, Bargarh-768028
No. GRF/BGH/ 131


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


(B. K. Singh)
President
Grievance Redressal Forum
TPWODL, Bargarh-768028
Date: 02.09.2025

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- Customer Zone- Grievance Redressal Forum- BGH- GRF case No. BGH 134 of 2025.