

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/138/2025			
2	Complainant	Name & Address:		Consumer No:	
		Bhubaneswar Pradhan		5153-0103-0630	
		In Front of Boys' High School,		Contact No.:	
		Sohela, Dist-Bargarh		6370756903	
3	Respondent	Name		Division	
		SDO(Elect.), TPWODL, Sohela		BWED, TPWODL, Bargarh.	
4	Date of Application	04.09.2025			
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	04.09.2025			
9	Date of Order	22.09.2025			
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:		
	Bhubaneswar Pradhan Represented by Sabyasachi Pradhan		SDO(Elect.), TPWODL, Sohela		

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

ORDER



Brief Facts of the Case

During the spot hearing at Sohela Sub-division under Bargarh West Electrical Division on 04-09-2025, the complainant appeared before the Forum whereas SDO- Sohela appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT- Domestic consumer having consumer No. 5153-0103-0630 with connected load of 2.00 KW. That the Complainant has raised objection regarding the bills served to him from Oct'2019 to Aug'2023 during the period in which no power supply was there as the supply was disconnected due to repairing of his house. 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 Oct'2019 to Aug'2023 during the period in which no power supply was there as he has applied for disconnection for his house repairing.
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 15-09-2025 mentioning that "the supply was physically disconnected since Oct'2019" with a written statement of SDO Sohela received on 15-09-2025.
- 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 relevant documents, FG and Samadhan database (Licensee's soft records) and provisions of law have concluded as follows:


PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028

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 Aug'2019 with meter no. WCS10691. From Sep'2019 to Aug'2023 provisional/average bills have been generated. From Sep'2023 to Jun'2025 no bills have been generated showing the power supply as disconnected.
2. It is further noted from the submissions made by the respondent that the connection was disconnected since Oct'2019 but the bill has been generated upto Aug'2023. The supply was reconnected on 19-08-2025 as mentioned in the billing data and bill for the month of Jul'2025 has been served to the complainant.
3. Therefore, it is decided by the Forum that, the all the bills generated against the complainant from Oct'2019 to Aug'2023 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 Oct'2019 to Aug'2023 during the disconnection period are to be withdrawn as per Section 157 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019. However, fixed charges are to be claimed for the disconnection period as per regulation.
- 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/ 152(3)


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


(B.K. Singh)
President
Grievance Redressal Forum
TPWODL, Bargarh-768028
Date: 22.09.2025

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 138 of 2025.