

**Grievance Redressal Forum**  
**TPWODL, BARGARH**  
 First Floor, Raymond Building, Bandutikra Chowk,  
 Bargarh, Pin- 768028  
 Email: [grf.bargarh@tpwesternodisha.com](mailto:grf.bargarh@tpwesternodisha.com), Ph No.06646-230135  
**Bench: Sri B.K Singh (President) and Sri P. Dasbhaya, Member (Finance)**



Ref: GRF/Bargarh/Div/BED/ (Final Order)/

Date: 10.02.2025

**Present:** Sri B. K Singh (President),  
 Sri P. Dasbhaya, Member (Finance).

1	Case No.	BGH/139/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Bhojraj Sa C/o Trilochan Sa, Sub Post Master, Dungri, Ambabhona Dist- Bargarh.		5120-0103-7478	9777681046
3	Respondent/s	Executive Engineer (Elect), BED, Bargarh, TPWODL			Division B.E.D, TPWODL, Bargarh
4	Date of Application	26.12.24			
5	In the matter of-	1. Agreement/Termination	X	2. Billing Disputes	√
		3. Classification/Reclassification of Consumers	X	4. Contract Demand / Connected Load	X
		5. Disconnection / Reconnection of Supply	X	6. Installation of Equipment & apparatus of Consumer	X
		7. Interruptions	X	8. Metering	X
		9. New Connection	X	10. Quality of Supply & GSOP	X
		11. Security Deposit / Interest	X	12. Shifting of Service Connection & equipments	X
		13. Transfer of Consumer Ownership	X	14. Voltage Fluctuations	X
		15. Others (Specify) -X			
6	Section(s) of Electricity Act, 2003 involved				
7	OERC Regulation(s) with Clauses	1. OERC Distribution (Conditions of Supply) Code, 2019 √ 2. OERC Distribution (Licensee's Standard of Performance) Regulations, 2004 3. OERC Conduct of Business) Regulations, 2004 4. Odisha Grid Code (OGC) Regulation, 2006 5. OERC (Terms and Conditions for Determination of Tariff) Regulations, 2004 6. Others			
8	Date(s) of Hearing	26.12.24			
9	Date of Order	10.02.2025			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

**Place of Camp:** Office of Electrical Section Officer, Bhukta, TPWODL.



**Appeared**

**For the Complainant-** Bhojraj Sa

**For the Respondent -** SDO(Elect), Bhatli, TPWODL

**GRF Case No- BGH/139/2024**

(1) Bhojraj Sa  
C/o Trilochan Sa  
Sub Post Master, Dungri, Ambabhona  
Dist- Bargarh,  
Consumer No.- 5120-0103-7478

**COMPLAINANT**

**VRS**

(1) SDO (Elect.), Bhatli, TPWODL

**OPPOSITE PARTY**

**GIST OF THE CASE/PETITION FILED**

The Complaint petition filed by Sri Bhojraj Sa, Dungri, Ambabhona disputed about the provisional/average energy bills raised from the date of supply till last billing. The complainant averred that, he has approached the Electrical Section Officer, Bhukta in this context and requested to surrender the power supply. But to no avail, the grievance petition of the complainant hasn't been redressed till date. Hence, the complainant prayed before the Forum to direct the opposite party to redress the billing dispute accordingly.

**SUBMISSION OF OPPOSITE PARTY**

The Opposite Party submitted the Physical Verification Report dt. 07.01.2025 and the meter photo reading of Meter Sl No. TPU38997. As per the Physical Verification report dt. 07.01.2025, the current meter reading of the meter Sl No. "TPU38997" is "000008" KWH units and the power supply of the complainant is disconnected.

**OBSERVATION/FINDINGS OF THE FORUM**

The case is perused with all documents available on record and merit of the case. The complainant is an existing consumer of electricity under the operational area of TPWODL bearing Consumer No-5120-0103-7478 having CD-02.50KW, under LT-Irrigation Pumping and Agriculture Category, under ESO, Bhukta. On examining the case in detail, it was observed that, the initial date of power supply to the complainant was effected on 16.06.2022 with meter Sl No. "TPU38997". On examining the ledger abstract, the following facts were revealed by the Forum.

1. The energy bills of the complainant were charged in Provisional/Average basis from the date of power supply till last billing @ 135 units/month, 324 units/month, 270 units/month from time to time with advanced meter reading recorded as "000000".
2. It is observed from the Physical Verification report dt. 07.01.2025, that the same meter Sl no. "TPU38997" is available in the complainant's premises till date with current meter reading of

  
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“000008” KWH units . However, as per the remark of ESO, Bhukta, the power supply of the complainant is disconnected.

3. The Opposite Party has submitted the meter photo reading of meter SL No. “TPU38997” with recorded meter reading of “000008” KWH units.
4. As per the grievance petition filed, the complainant had requested before the ESO, Bhukta in earlier occasions to surrender the said power supply connection. But his grievance has not been redressed till date.
5. However, the complainant couldn't submit any copy of his applications filed regarding surrender of service connection.

Therefore, the Forum construed that, the Opposite Party is required to revise the energy bills raised to the complainant from the date of supply till last billing i.e Dec 2024 as per the final Meter Reading recorded in Meter Sl No. “TPU38997”, considering the fixed Charge to be levied and stop the billing with immediate effect. Further, regarding surrender of Service Connection, the complainant has to submit a fresh application before the Opposite Party and the Opposite Party has to act on the application as per the provisions made on Regulations of OERC Distribution (Conditions of Supply) Code, 2019.

### **ORDER**

*Considering the documents and statements submitted by both the parties and agreed upon at the time of hearing, the Forum hereby passes orders in consonance with regulations of the OERC Distribution (Conditions of Supply) Code 2019.*

1. *The Opposite Party is directed to revise the energy bills charged to the complainant from the date of supply till last billing i.e Dec 2024 as per the Final Meter Reading recorded in Meter Sl No. “TPU38997”, duly adjusting the bill revision already made earlier, and/or the benefit arising of the OTS Scheme if any and stop the billing with immediate effect.*
2. *The Opposite Party is directed to serve the revised energy charges bill with revised due date within 30 days of issue of this Order, duly considering the applicable tariff during the period, taking in to account the adjustments, if any, and adjusting the payments made by the complainant.*
3. *The Complainant is directed to pay the revised billed amount so arrived, if any, within due date after receipt of the revised energy charges bill, to which the complainant is liable to pay.*
4. *The complainant is directed to apply afresh for surrender of service connection and the Opposite Party is directed to act immediately in this regard as per provisions under Regulations of OERC Distribution (Conditions of Supply) Code, 2019 .*


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**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.

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

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

Copy to:

1. Bhojraj Sa, C/O-Trilochan Sa, Sub Post Master, Dunguri, Ambabhona, Dist-Bargarh, Pin-768052, Mob-9777681046.
2. Sub-Divisional Officer (Elect.), Bhatli, TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer.
3. Executive Engineer (Elect.), BED, TPWODL, Bargarh.
4. The Chief Legal-cum-Nodal Officer, TPWODL, Burla for information.

“If the complainant is aggrieved either by this order or due to non-implementation of the order of the Grievance Redressal Forum in time, he/she is at liberty to make 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 this order of the Grievance Redressal Forums.”

This Order can be accessed at TPWODL Website, [Tpwesternodisha.com](http://Tpwesternodisha.com)-Customer Zone-Grievance Redressal Forum-BGH-(GRF Case No . BGH 139 of 2024)