

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 Debendra Ranjan Sahu ... Co-Opted Member

1	Case No.	BGH/14/2026			
2	Complainant	Name & Address:		Consumer No:	
		Dasami Behera		5150-0116-7561	
		Agalpur,Barpali, Dist-Bargarh		Contact No.:	
3	Respondent	Name		Division	
		Executive Engineer (Elect.), TPWODL, BWED, Bargarh		BWED, TPWODL, Bargarh.	
4	Date of Application	13.01.2026			
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	13.01.2026			
9	Date of Order	16.03.26			
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:		
	Dasami Behera Represented by Karunakar Behera		SDO(Elect.), TPWODL, Barpali		

ORDER



Brief Facts of the Case

During the spot hearing at Barpali Sub-division under Bargarh West Electrical Division on 13-01-2026, the complainant appeared before the Forum whereas SDO- Barpali appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT- Irrigation Pumping and agriculture consumer having consumer No. 5150-0116-7561 with connected load of 2.50 KW. That the Complainant has raised objection regarding the provisional/average bills served to him from May'2024 to Oct'2025 during the period in which he has not used power supply due to non-functioning of motor. 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, provisional/average bills have been served to him from May'2024 to Oct'2025 during the period in which he has not used power supply due to non-functioning of motor 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.

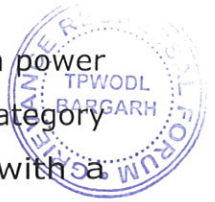
2. Reply Submission of the Respondent:

- i. The respondent submitted the PVR dated 22-01-2026 with a remark "the consumer is not using power supply due to the motor is defunct."
- ii. 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 09-08-2018 under LT- Irrigation Pumping and agriculture category and bills on actual meter readings has been done up to Apr'2024 with a meter reading of "3845" of meter No. TPU011445. From May'2024 to Oct'2025 provisional/ average bills have been done and from Nov'2025 bills on actual meter readings have been done with "0" consumption showing the meter reading as "3845" which shows that the complainant has not used power supply from May'2024 to Oct'2025.
2. As per submission of the complainant and also certified by the respondent that the consumer is not using power supply due to the motor is defunct.
3. Therefore, it is decided by the Forum that, the bills generated from May'2024 to Oct'2025 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'2024 to Oct'2025 (Except Fixed charges) 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.R Sahu)

Co-opted Member
Grievance Redressal Forum

TPWODL, Bargarh-768028
No. GRF/BGH/

7/0

(P. Dasbhaya)

Member (Finance)
Grievance Redressal Forum

TPWODL, Bargarh-768028

D. B. Singh
16/03/26
(B.K. Singh)
PRESIDENT

Grievance Redressal Forum
TPWODL, Bargarh-768028

Date: 16.03.26

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 14 of 2026.