

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/140/2026				
2	Complainant	Name & Address:		Consumer No:		
		Rupendra Pradhan		5120-0103-6701		
		At-Badapali, Kharsun, Bhatli		Contact No.:		
		Dist-Bargarh		7735974834		
3	Respondent	Name		Division		
		Executive Engineer (Elect.)BED, Bargarh, TPWODL		BED, TPWODL, Bargarh.		
4	Date of Application		18.03.2026			
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				155 & 157
8	Date(s) of Hearing		18.03.2026			
9	Date of Order		21.04.26			
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:			
	Rupendra Padhan		SDO(Elect.), TPWODL, Bhatli			

ORDER



Brief Facts of the Case

During the spot hearing camp at Bhatli Electrical Sub-division under Bargarh Electrical Division on 18-03-2026, the complainant appeared before the Forum whereas SDO- Bhatli 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. 5120-0103-6701 with connected load of 3.00 HP. That the Complainant has raised objection regarding the high consumption bill served to him in Mar'2025. 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, high consumption bill has been served to him for the month of Mar'2025 due to which high billings have been done 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 07-04-2026 with a written submission received on 18-04-2026 mentioning that "The supply was disconnected up to Mar'2021 and from Apr'2021 no bills have been generated as billing was stopped. The power supply has been restored in Mar'2025."
- ii. The respondent also agreed upon abnormal bill for the month of Mar'2025 and agreed for revision of bills. However, the respondent requested the Forum to take appropriate decision as necessary.


PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028



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. That the complainant has been billed on actual meter readings up to Aug'2016. From Sep'2016 no billing has been raised with status "Disconnected" up to Mar'2021. From Apr'2021 no bills have been generated as billing was stopped.
2. The power supply has been restored in Mar'2025 after reconnection the average bill raised for the month of Mar'2025 @ 11948 units for 48 months covering the period from Apr'2021 to Mar'2025.
3. As per submission of the respondent, the power supply was under disconnection from Nov'2016 to 28-03-2025. It is also noted by the Forum that from Apr'2025 to May'2025 average bills have been raised.
4. In the meanwhile, a new meter bearing Sl. No. TWSC10094672 has been installed on 01-07-2025 in the premises of the complainant.
5. Therefore, it is decided by the Forum that, the bills from Mar'2025 to May'2025 should be revised as power supply was reconnected on 28-03-2025.

Directions of the forum

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


- The average bills from Mar'2025 to May'2025 served to the complainant is to be revised as per the average of six consecutive billing of new meter as per Section 155 and 157 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.
- Only fixed charges are to be claimed for the disconnection period.
- 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.

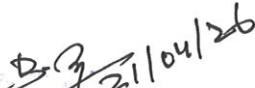

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Accordingly, the case is disposed of.


(D.R Sahu)
Co-Opted Member
Grievance Redressal Forum
TPWODL, Bargarh-768028


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


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

No. GRF/BGH/ 119⁽³⁾

Date: 21.04.26

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 140 of 2026.