

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/141/2026			
2	Complainant	Name & Address:		Consumer No:	
		Ratnakar Bag		5120-0106-5360	
		Routpada, Bhatli		Contact No.:	
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			42,140,155 & 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:		
	Ratnakar Bag		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. 5120-0106-5360 with connected load of 2.50 KW. That the Complainant has raised objection regarding the provisional/average bills served to him from Jul'2023 onwards during the period in which he has not used power supply due to non-functioning of borewell. 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:

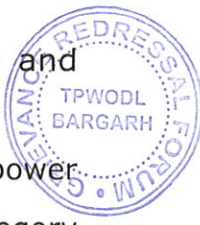
1. The complainant submits that, provisional/average bills have been served to him from Jul'2023 onwards during the period in which he has not used power supply resulted to accumulation of arrear.
2. He also requested the Forum to stop the generation of bills.
3. He further submits that; he had made verbal complain to the respondent about the erroneous bill.
4. He also requested the Forum to revise the bills.

2. Reply Submission of the Respondent:

- i. The respondent submitted the PVR dated 17-04-2026 with a written submission received on 18-04-2026.
- ii. The respondent submitted that after verification and enquiry it is found that due to theft of cable, the consumer has never availed power supply for the said borewell point. Therefore, withdrawal of bills and stop the bills may be considered.
- iii. 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 14-07-2023 under LT- Irrigation Pumping and agriculture category with installation of a meter bearing Sl. No. 10036028 but bills on provisional/average basis has been done from Jul'2023 onwards.
2. As per submission of the complainant and also certified by the respondent that he has not used power supply due to theft of cable.
3. Therefore, it is decided by the Forum that, the bills generated from Jul'2023 onwards 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 Jul'2023 onwards are to be withdrawn as per Section 157 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.
- Further generation of bills should be stopped immediately.
- 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.

(Signature)
(D.R Sahu)
 Co-Opted Member
 Grievance Redressal Forum
 TPWODL, Bargarh-768028
 No. GRF/BGH/
 120(3)

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

(Signature) 21/04/26
(B.K.Singh)
 PRESIDENT
 Grievance Redressal Forum
 TPWODL, Bargarh-768028
 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 141 of 2026.