

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/142/2026				
2	Complainant	Name & Address:		Consumer No:		
		Muralidhar Sahu		5124-2114-0054		
		At-Mulbar,Bhatli		Contact No.:		
		Dist-Bargarh		9776729869		
3	Respondent	Name		Division		
		SDO (Elect.),Bhatli, 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		04.05.26			
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:			
	Muralidhar Sahu		SDO(Elect.), TPWODL, Bhatli			

PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028

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- Domestic consumer having consumer No. 5124-2114-0054 with connected load of 1.00 KW. That the Complainant has raised objection regarding the bills served to him from 2012 as no power supply was there due to transformer burnt and later on he has shifted to Bargarh and not using the power supply. 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, the transformer installed in his village was damaged and no new transformer was given or repaired for a long period. The transformer was installed during TPWODL period.
2. That, later on he has shifted to Bargarh for higher education of the children.
3. That, he had applied for disconnection on 09-06-2018 as he was not using the power supply. He has also applied to waive out the fake billing during transformer burnt period on 25-06-2020.
4. That, later on he found that a sum of Rs.1500.00 was paid on 26-03-2025 by somebody else and the mobile number mentioned in the bill is also does not belong to him.
5. He further submits that; he had made verbal complain to the respondent about the erroneous bill.
6. He also requested the Forum to revise the bills.

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2. Reply Submission of the Respondent:

- i. The respondent submitted the PVR dated 17-04-2026 mentioning that "from local enquiry and physical verification it was found that the complainant has left his premises locked and unoccupied from Aug'2021 to till date. It was also observed that the service connection line was disconnected from Nov'2022 due to local issues. Neither did the complainant report the disconnection to the department nor was the disconnection carried out officially by TPWODL. In view of the above, the billing for the disconnection period may be withdrawn and service connection may be stopped/regularized in the system accordingly."
- ii. The respondent also agreed for withdrawal of provisional/average bills during the disconnection period. 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 03-12-1999 and bills on actual meter readings have been done up to Oct'2022 with 3 times meter change. From Nov'2022 onward provisional/average bills have been raised.
2. As per submission of the complainant and respondent that the consumer is not availing power supply since 2012, but it is noted by the Forum that bills on actual meter readings have been done from time to time and also payment has been made.
3. The complainant also could not submit any valid documents regarding disconnection rather it is noted from data that the meter has been changed 3 times at his premises.
4. But as per submission of the respondent, the service connection line was disconnected from Nov'2022 due to local issues.

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5. Therefore, it is decided by the Forum that, the all the bills generated against the complainant from Nov'2022 to Mar'2026 should be withdrawn.



Directions of the forum

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

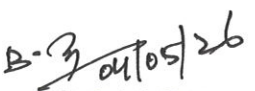
- The bills generated from Nov'2022 to Mar'2026 are to be withdrawn as per Section 157 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.
- Further generation of bill is to be stopped immediately.
- Any adjustments done during the revision period are also to be 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.


(D.R. Sahu)
Co-Opted Member
Grievance Redressal Forum
TPWODL, Bargarh-768028
No. GRF/BGH/
166 (3)


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


(B.K. Singh)
President
Grievance Redressal Forum
TPWODL, Bargarh-768028
Date: 04.05.26

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 142 of 2026.