

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/144/2026					
2	Complainant	Name & Address:		Consumer No:			
		Pratap Kumar Sarangi		5120-0106-1747			
		At-Karlajuri, Kangaon, Bhatli		Contact No.:			
		Dist-Bargarh		9777487007			
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		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:				
	Pratap Kumar Sarangi		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. 5120-0106-1747 with connected load of 3.00 HP. That the Complainant has raised objection regarding the provisional/average bills served to him from Feb'2017 to Jan'2026 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 Feb'2017 to Jan'2026 during the period in which he has not used power supply 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 17-04-2026 with a written submission of Superintending Engineer, BED, Bargarh received on 18-04-2026.
- ii. The respondent submitted that, with due observation of all formalities service connection was released on Dt. 02.02.2017 for a load of 3.00 HP for Irrigation Pumping and Agriculture purpose.
- iii. That, bills have been raised on PL/Avg. basis up to Nov 2023 and a new meter was installed on 24.12.2023.

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TPWODL, Bargarh-768028

- iv. That, after due verification and enquiry, the concerned S.D.O. has reported that as the bore well point was not functional, the consumer has not availed power supply up to Nov 2023, and later on after necessary repair the consumer availed power supply with due installation of meter on Dt. 24.12.2023. Since that date, bills have been raised on the basis of actual meter reading up to Nov'25. Later on the meter got defective and a new meter has already been installed on 23.02.2026.
- v. Hence, the request of the consumer for withdrawal of bill raised for the no-use period may be considered.
- vi. 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 01-02-2017 without a meter and bills on provisional/average basis has been done up to Nov'2023.
2. As per submission of the complainant that he has not used power supply due to non-functioning of borewell up to Jan'2026 but as per submission of the respondent, the complainant is using power supply from Dec'2023.
3. It is noted from the billing database that a new meter bearing Sl. No. TWSC59001367 has been installed on 24-12-2023 and after that bills on actual meter readings have been raised which proves that the complainant has used power supply from Dec'2023.
4. Therefore, it is decided by the Forum that, the bills generated from Feb'2017 to Nov'2023 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,

- a. The bills generated from Feb'2017 to Nov'2023 are to be withdrawn (except Fixed charges) as per Section 157 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.

- b. Any adjustments done during the revision period are also to be taken in to consideration.
- c. DPS charged on the wrong bills are also to be withdrawn.



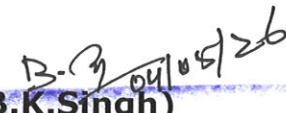
The Opposite party is directed to submit the compliance report to this Forum within one month from the date of issue of this order.

Accordingly, the case is disposed of.


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

167(1)


(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 144 of 2026.