

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/15/2026				
2	Complainant	Name & Address:		Consumer No:		
		Manbodh Bhoi		5150-0116-7619		
		At-Agalpur,Barpali		Contact No.:		
		Dist-Bargarh		9937421860		
3	Respondent	Name		Division		
		Executive Engineer (Elect.),BWED,Bargarh TPWODL.		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):				Cluses	
	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		09.03.26			
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:			
	Manbodh Bhoi		SDO(Elect.), TPWODL, Barpali			

ORDER



Brief Facts of the Case

During the spot hearing camp 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. 5150-0116-7619 with connected load of 2.50 KW. That the Complainant has raised objection regarding the provisional/average bills served to him from Aug'2018 (Month of power supply) to May'2023 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 Aug'2018 to May'2023 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 21-01-2026 mentioning that "During site visit it is found that the consumer is not using the power supply since long. I collect the data from villagers that the consumer is not using the power supply from date of installation. The reason for non-usage is that the motor is defunct." The written submission of Superintending Engineer, BWED, Bargarh received on 21-01-2026 also certified the same.
- 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 without a meter and bills on provisional/average basis has been done from Aug'2018 to May'2023. From Jun'2023 onwards no bills have been generated.
2. As per submission of the complainant that he has not used power supply due to non-functioning of borewell and the same is certified by the respondent.
3. It is also noted from the billing database that a new meter bearing Sl. No. TPU010622 has been installed on 29-10-2021 but no reading advance has been recorded.
4. Therefore, it is decided by the Forum that, the bills generated from Aug'2018 to May'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,

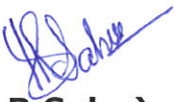
- The bills generated from Aug'2018 to May'2023 are to be withdrawn as per Section 157 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.
- Any adjustments done during the revision period are also to be taken in to consideration.
- DPS charged on the wrong bills 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.


PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-760028



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/ 65(3)

Date: 09.03.26

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 15 of 2026.