

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 D.R Sahu	...	Co-Opted Member

1	Case No.	BGH/150/2025			
2	Complainant	Name & Address:		Consumer No:	
		Nruparaj Dash		5150-0116-6143	
		At-Gopaipali,Barpali		Contact No.:	
		Dist-Bargarh		7894357612	
3	Respondent	Name		Division	
Executive Engineer (Elect.),BWED,Bargarh TPWODL		BWED, TPWODL, Bargarh.			
4	Date of Application		09.09.2025		
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		09.09.2025		
9	Date of Order		28.10.2025		
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:		
	Nruparaj Dash		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 09-09-2025, 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. 5150-0116-6143 with connected load of 2.50 KW. That the Complainant has raised objection regarding the bills served to him from Nov'2018 to Jan'2023 during the period in which no power supply was there as the supply was disconnected on his application. 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, bills have been served to him from Nov'2018 to Jan'2023 during the period in which no power supply was there as he has applied for disconnection on 23-10-2018, resulted to accumulation of arrear.
2. The complainant also submits the copy of application dated 23-10-2018. The complainant also submits the copy of receipt for reconnection dated 14-02-2023.
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:

1. The Opposite Party submitted the Physical Verification Report dt. 23.10.2025 and the written submission to the case, received on 25.10.2025.
2. The Opposite Part submitted that, the initial date of power supply to the complainant was effected on 28.06.2018.


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3. The respondent also submitted that, as per available record in FG Database, the power supply was disconnected on 28.09.2022 and reconnected on 15.02.2023.



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 28-06-2018 and provisional/average bills have been served upto Oct'2021. A new meter change bearing Sl. No. TPU003395 has been recorded in the billing database and bills on actual meter readings have been served up to Apr'2024 with a meter reading of "14576".
2. It is further noted from the copy of application of the complainant that the connection was disconnected on 23-10-2018 based on request made by him and reconnected on 14-02-2023 as per money receipt for reconnection submitted in the Forum, still the bill has been generated during the disconnection period.
3. Further it is submitted by the complainant that, physically no meter has been changed but the meter has been kept at site without connection and false meter reading has been given for billing.
4. As per submission made by the respondent, the supply was disconnected on 28.09.2022 and reconnected on 15.02.2023. But, while going through the disconnection records available in FG, Bill Stop date is 22.09.2022 with a remark "Consumer not found", which implies that, the respondent has not maintained the records properly.
5. Again, a new smart meter bearing Sl. No. TWSC59017451 has been has been changed on 08-06-2024 showing the old meter as defective.
6. Therefore, it is decided by the Forum that, the all the bills generated against the complainant during the disconnection period should be withdrawn.


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Directions of the forum



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

- The bills generated during disconnection period from Nov'2018 to Jan'2023 are to be withdrawn and the bills from Feb'2023 to May'2024 are 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 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.

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/ 183⁽³⁾

Date: 28.10.2025

bCertified 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 150 of 2025.