

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/163/2026 | | | |
| 2 | Complainant | Name & Address: | | Consumer No: | |
| | | Subash Sa | | 5151-1321-0327 | |
| | | At-Bandhumunda, Telimal Barpali, Dist-Bargarh | | Contact No.: | |
| 3 | Respondent | Name | | Division | |
| | | SDO(Elect.), TPWODL, Barpali | | BWED, TPWODL, Bargarh. | |
| 4 | Date of Application | 10.04.2026 | | | |
| 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 | 10.04.2026 | | | |
| 9 | Date of Order | 29.04.26 | | | |
| 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: | | | |
| | Subash Sa | SDO(Elect.), TPWODL, Barpali | | | |

B.K.S.
PRESIDENT

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Grievance Redressal Forum
TPWODL, Bargarh-768028

ORDER



Brief Facts of the Case

During the spot hearing at SDO Barpali under Bargarh West Electrical Division on 10-04-2026, 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- Domestic consumer having consumer No. 5151-1321-0327 with connected load of 1.00 KW. That the Complainant has raised objection regarding the bills served to him from the last five years during the period in which no power supply was there as the house had been demolished. 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 the last five years during the period in which no power supply was there as the house had been demolished.
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 27-04-2026 mentioning that "the consumer is not availing power supply since Nov'2021 and there is no service cable and meter present at the consumer premises."
- 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 14-10-2014 and bills on actual meter readings have been done up to Oct'2015. From Nov'2015 to Mar'2026, provisional/average bills have been raised.
2. As per submission of the complainant and respondent that the consumer is not availing power supply since Nov'2021 and there is no service cable and meter present at the consumer premises as the house had been demolished.
3. Therefore, it is decided by the Forum that, the all the bills generated against the complainant from Nov'2021 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'2021 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
TPWODL, Bargarh-768028


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


(B.K. Singh)
President
Grievance Redressal Forum
TPWODL, Bargarh-768028
Date: 29/04/26

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 163 of 2026.