

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/179/2026				
2	Complainant	Name & Address:		Consumer No:		
		Bhisma Badhei		5150-0116-1399		
		Mahulpali, Chiknipali, Barpali		Contact No.:		
		Dist-Bargarh		7381281486		
3	Respondent	Name		Division		
		EE (Elect.), BWED, Bargarh, TPWODL		BWED, TPWODL, Bargarh.		
4	Date of Application		11.05.2026			
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				42, 140, 155 & 157
8	Date(s) of Hearing		11.05.2026			
9	Date of Order		03.06.26			
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:			
	Bhisma Badhei		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 11-05-2026, 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. 5150-0116-1399 with connected load of 2.50 KW. That the Complainant has raised objection regarding the provisional/average bills served to him from Oct'2018 to Feb'2026 during the period in which the power supply was disconnected. 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 Oct'2018 to Feb'2026 during the period in which the power supply was disconnected 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.

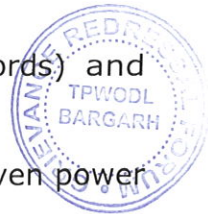
2. Reply Submission of the Respondent:

- i. The respondent submitted the PVR dated 27-05-2026 with a written submission mentioning that "During site verification it was found that no meter was present at consumer's premises. On 17-03-2026 the consumer paid Rs.2500.00 and applied for reconnection. Prior to this on 30-10 2018 consumer had cleared all his dues and submitted an application for temporary disconnection."
- 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 10-01-2015 and bills on provisional/average basis has been done from Jan'2015 to Dec'2020. From Jan'2021 to Jan'2026 no bills have been raised.
2. As per submission of the respondent the power supply was disconnected from Oct'2018 to Mar'2021. But it is noted by the Forum that no bills have been generated from Jan'2021.
3. Therefore, it is decided by the Forum that, the all the bills generated against the complainant from Oct'2018 to Dec'2020 should be withdrawn.

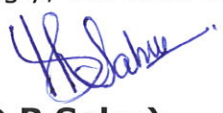
Directions of the forum

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

- The bills generated from Oct'2018 to Dec'2020 are to be withdrawn (except Fixed charges) 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
No. GRF/BGH/ 194 (3)


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


(B.K. Singh)
PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028
Date: 03.06.26

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 179 of 2026.