

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/184/2026			
2	Complainant	Name & Address:		Consumer No:	
		Ashoka Sambalpur Bargarh Tollway Ltd		5120-0107-0534	
		Laderpali, Atabira		Contact No.:	
		Dist-Bargarh			
3	Respondent	Name		Division	
Executive Engineer (Elect.), TPWODL, BED, Bargarh		BED, TPWODL, Bargarh.			
4	Date of Application		13.05.2026		
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			
		155 & 157			
8	Date(s) of Hearing		13.05.2026		
9	Date of Order		29.05.26		
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:		
	Ashoka Sambalpur Bargarh Tollway Ltd Represented by Subash Chandra		SDO(Elect.), TPWODL, Atabira		

PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028

ORDER



Brief Facts of the Case

During the spot hearing camp at Attabira Sub division under Bargarh Electrical Division on 13-05-2026, the complainant appeared before the Forum whereas SDO- Attabira appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT- Public Light consumer having consumer No. 5120-0107-0534 with connected load of 10.00 KW. That the Complainant has raised objection regarding the high consumption bills served to him for the month of Feb'2025. 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, an electricity consumer number has been generated in my company name ASBTL, Address -Laderpali, Attabira without any prior intimation, demand notice, or proper information to our company. Due to this, an unexpected electricity bill with a huge arrear amount has been generated.
2. He further submits that; he was never informed regarding the connection, billing process, or pending dues earlier.
3. He also submits that, the said service connection meant for the street light points at Laderpali was regularized during Dec'2024 though the point was charged during Mar'23 as informed to us. It is pertinent to mention here that all initiatives to energize the said street light points had been taken by the public representatives of Attabira and no required formalities have been observed to regularise the connection. However, the Authority of TPWODL has regularized the connection and serve a bill to the authority of Ashoka Sambalpur Bargarh Tollway Limited in the month of Jan'25. The details of load nor the existence of the said connection was in our record. Further the connection has not been handed over to us and accordingly we should not be made liable

to pay the bill. Hence the authority of Ashoka Sambalpur Bargarh Tollway Limited has not paid any energy dues for the said connection.

4. That, in the month of Mar'26 the authority of TPWODL had disconnected the power supply for non-payment of arrear, but keeping in mind the problem being faced by the public due to such disconnection, considering the importance of street light in a critical area like laderpali and after so much interference by the public representative the kind authority of TPWODL has restored the power supply.
5. That, being a responsible business entity having social responsibility and considering the requirement of public in business operation area, the management of Sambalpur Bargarh Tollway has decided to pay the dues in public interest.
6. That, at the same time the kind authority of TPWODL is hereby requested to settle the arrear extending some relaxation in shape of discount or any benefit applicable under the provision of one time settlement, so that we can clear the dues and for the kind act of TPWODL, the authority of Sambalpur Bargarh Tollway will be thankful
7. He also requested the Forum to reduce or waive the excess arrear amount charged in the bill, Correct and regularize the electricity bill and provide proper intimation and billing details for future payments.

2. Reply Submission of the Respondent:

- i. That, the consumer namely M/s. Ashoka Sambalpur Bargarh Tollway Ltd, on the strength of the Concession agreement executed with the NHAI has been operating as per the guidelines / Terms and conditions in the operation area of Sambalpur and Bargarh including the involved location of Laderpali in Attabira.
- ii. That, Street Lighting is one of the project facilities of the project and accordingly the concessionaire i.e. M/s. Asoka Sambalpur Bargarh Tollway Ltd as per the guidelines has installed / constructed street light points at different locations as per the agreement.
- iii. That, the consumer is disputing the date of power supply and the billing of 67035 units for the billing month of Feb'25.
- iv. That, over the period of operation starting from the execution of agreement, the concessionaire i.e., M/s. Ashoka Sambalpur Bargarh Tollway Ltd, has installed Street light points at different locations with due observation of all official formalities and billing are being done as per meter reading wherever metering has been done.

- v. That, it is worth mentioned here that no official formalities have been observed for installation of Street light points at the mentioned location of Laderpali prior to charging and no such proper record regarding the required information and data were available with this office for intime regularization.
- vi. That, however, during the month of July'2024, necessary action was initiated under the KHOJ Scheme to regularize the case. The detail information along with Data has been submitted by the then SDO to regularize the case. The same is enclosed herewith for kind reference of the Ld. GRF.
- vii. That, again, due to wanting of some additional data viz. transformer, date of energization and meter, the case could not be regularized in time, and at last the first bill was raised for the month of Dec'2024 with issue date 15.01.2025.
- viii. That, as far as date of power supply is concerned as disputed by the complainant, it is worth mentioned here that due to delay in updating of meter particulars and system restriction the date of power supply as furnished by the field officer i.e. 03.03.2023 could not be punched in to the system.
- ix. That, with no other option or provision available in system in the process of regularizing old unbilled cases under KHOJ scheme, the first date of the billing month i.e. 01.12.2024 has been punched.
- x. That, it is worth mentioned here that all relevant information available with this office, i.e. meter installation protocol dtd.03.03.2023, the Inspection Report Dtd.05.07.2024, the information in prescribed KHOJ Format etc. are herewith enclosed for kind reference of the Ld. GRF.
- xi. That, the bill for the month of Dec'24 has been raised with '0' unit and for the month of Jan'25 raised on provisional basis. But, after updating the metering details in billing, the bill for the month of Feb'2025 has been raised as per actual meter reading recorded by the installed meter bearing SI. No. 10039373.
- xii. That, the total consumption recorded by the above mentioned meter from the date of installation i.e. 03.03.2023 has been billed in the billing month of Feb'2025 with proper adjustment of Provisional bill raised for the month of Jan'2025.

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- xiii. That, the authority of Ashoka Sambalpur Bargarh Tollway has never made any payment against the bill raised, though frequently approached by the TPWODL Officials.
- xiv. That, on 23.03.2026 the authority of Ashoka Sambalpur Bargarh Tollway has been intimated for payment of energy dues at the earliest, and on receipt of the same, the complainant approached this office for a settlement. The copy of the request letter is enclosed herewith for favour of kind reference of the Ld. GRF.
- xv. That, the undersigned would like to mention herewith that there is no dispute found in billing and hence no scope for any bill revision. At the same time, no OTS or any other scheme currently in force to settle the pending arrear as requested by the consumer.

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:

- a. That the complainant was given power supply on 01-12-2024 under LT- Public Light category as per data mentioned in the system. But it is submitted by the respondent that the supply has been given on 03-03-2023 and submitted the smart meter installation/replacement protocol sheet dated 03-03-2023. It is also noted by the Forum that, the sheet has old meter details also which shows that the supply was available there before 03-03-2023.
- b. On the other hand, it is submitted by the complainant that the same street light point was energized by the initiatives of public representatives of Attabira, which was the duty of the complainant as per concession agreement dated 29-06-2010 between NHAI and Ashoka Sambalpur Bargarh Tollway Private Limited. Therefore, it was also the duty of the complainant to regularize the same. The complainant can not deny the fact that, the street light point was energized without his knowledge though it was not officially informed by the respondent.
- c. Again, it is noted by the Forum that, it was the duty of the respondent to regularize the connection as per regulations framed by the Hon'ble commission, but the respondent has not issue a single letter to the complainant regarding the

energization/regularization of the street light point rather than showed interest in serving the energy bill on priority basis.

- d. It is noted by the Forum that, the bill for the month of Feb'2025, bills have been raised @ 67035 units with a monthly average of 2793 units (Average from Mar'2023 to Feb'2025) whereas the monthly average consumption recorded with the same meter from Mar'2025 to Apr'2026 is 2229 units which shows that there may be some misuse of the street light point which was not in the knowledge of the complainant for which he is not responsible.

Directions of the forum

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

- The bills from Mar'2023 to Feb'2025 (Two Years only) are to be revised as per the present average of 2229 units per month as per Section 157 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.
- The both parties are directed to regularize the said street light point so as to enable the complainant to bring it to his record for processing further payments.

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/
190 (3)


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


(B.K.Singh)
PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028
Date: 29.05.26

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 184 of 2026.