

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/194/2025					
2	Complainant	Name & Address:			Consumer No:		
		Purandar Behera Amapatra, Lenda, Barpali, Dist-Bargarh			5151-1318-0246		
					Contact No.:		
			8018686242				
3	Respondent	Name			Division		
		SDO(Elect.), TPWODL, Barpali			BWED, TPWODL, Bargarh.		
4	Date of Application	12.11.2025					
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	12.11.2025					
9	Date of Order	25.11.2025					
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:				
	Purandar Behera Represented by Shashwat Bhoi		SDO(Elect.), TPWODL, Barpali				

**Brief Facts of the Case**

During the spot hearing at Barpali Sub-division under Bargarh West Electrical Division on 12-11-2025, 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- Domestic consumer having consumer No. 5151-1318-0246 with connected load of 1.00 KW. That the Complainant has raised objection regarding the bills served to him from Dec'2017 to Jul'2023 during the period in which no power supply was there as the supply was disconnected on his request. 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 Dec'2017 to Jul'2023 during the period in which no power supply was there as he has requested for disconnection, 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 24-11-2025 mentioning that "the consumer is not availing power supply and one old Elymer meter bearing Sl. No. 1879470 is available at site in burnt condition".
- ii. The respondent submitted that no disconnection record found since 2017. 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 21-04-2007 and bills on actual meter readings has been done upto May'2013 with meter no. 1879470. From Jun'2013 to Jul 2023 provisional/average bills have been generated.

2. As per submission of the complainant that the connection was disconnected on based on request made by him as no one was staying there from Dec'2017, still the bill has been generated and has continued till Jul'2023.

3. It is also noted by the Forum that no payment has been received from Dec'2017 towards the electricity bills and also there is no meter reading taken by the respondent from Jun'2013 which is justifying the submission made by the complainant.

4. Therefore, it is decided by the Forum that, the all the bills generated against the complainant from Dec'2017 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 Dec'2017 to till date are to be withdrawn and further generation of bill is to be stopped immediately 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/
 208 (B)


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


(B.K Singh)
 PRESIDENT
 President
 Grievance Redressal Forum
 TPWODL, Bargarh-768028
 Date: 25.11.2025

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 194 of 2025.