

CONSUMER GRIEVANCE REDRESSAL FORUM

ELECTRICAL CIRCLE, BARGARH

First Floor, Raymond Building, Bandutikra Chowk, Bargarh-768028

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Present:

Sri B.K.Singh	...	President
Sri Pulakesh Dasbhaya	...	Member (Finance)
Sri Debendra Ranjan Sahu	...	Co-Opted Member

1	Case No.	BGH/213/2026			
2	Complainant	Name & Address:		Consumer No:	
		Prasanta Pradhan		5125-2105-0725	
		At-Chhalukulunda, PO-Kubedega		Contact No.:	
		Bheden, Dist-Bargarh		9777110683	
3	Respondent	Name		Division	
		SDO(Elect.), TPWODL, Bheden		BED, TPWODL, Bargarh.	
4	Date of Application	10.06.2026			
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	10.06.2026			
9	Date of Order	29.06.26			
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:		
	Prasanta Kumar Pradhan		SDO(Elect.), TPWODL, Bheden		

ORDER



Brief Facts of the Case

During the spot hearing camp at SDO Bheden under Bargarh Electrical Division camp on 10-06-2026, the complainant appeared before the Forum whereas SDO- Bheden appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT- Domestic consumer having consumer No. 5125-2105-0725 with connected load of 2.50 KW. That the Complainant has raised objection regarding the provisional/average bills generated against his name from Jun'2024 to Jul'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, provisional/average bills have been generated against his name from Jun'2024 to Jul'2025. he also submits that during that period he has not used electricity as he is staying at padampur.
2. He further submits that; he had made verbal complain to the respondent about the erroneous bills.
3. He also requested the Forum to revise the bills.

2. Reply Submission of the Respondent:

- i. The respondent submitted the PVR dated 16-06-2026 with a written submission of SDO Bheden received on 20-06-2026. The respondent submitted in his PVR that "as per field verification made with CCR, meter reader, regular L/M and BA L/M and helper, it is verified that the consumer is not staying in the said house. Bill period (Jun'2024 to Jul'2025) may be revised which was made in average."
- ii. The respondent also agreed upon provisional/average bills served to him and agreed for revision of bills. 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:



- That the complainant has been given power supply on 19-01-2016 and bills on actual meter readings have been raised up to May'2023. From Jun'2023 to May'2024, bills raised on actual meter readings with "NIL" consumption. From Jun'2024 to Jul'2025 bills have been raised on provisional/average basis showing the meter as defective.
- In the meanwhile, a new meter bearing Sl. No. TWSP51262451 has been installed on 02-08-2025. It is also noted by Forum that, the new meter has also recoded "0" consumption till May'2026.
- Therefore, it is construed by the Forum that, the claim made by the complainant that he is not staying at house seems correct and bills from Jun'2024 to Jul'2025 should be revised.

Directions of the forum

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

- a. As no consumption has been made by the complainant, the provisional/average bills raised from Jun'2024 to Jul'2025 are to be withdrawn (Except Fixed charges).
- b. Any adjustments done during the revision period are also to be taken in to consideration.
- c. 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
No. GRF/BGH/ 211(3)


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


(B.K. Singh)
President
Grievance Redressal Forum
TPWODL, Bargarh-768028
Date: 29.06.26

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 213 of 2026.