

CONSUMER GRIEVANCE REDRESSAL FORUM

ELECTRICAL CIRCLE, BARGARH

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

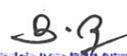
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Present:

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

1	Case No.	BGH/215/2025				
2	Complainant	Name & Address:		Consumer No:		
		Minaketan Sahu		5150-0116-3478		
		At-Belmunda, Melchhamunda		Contact No.:		
		Dist-Bargarh		8144886889		
3	Respondent	Name		Division		
		Executive Engineer (Elect.), BWED, Bargarh, TPWODL		BWED, TPWODL, Bargarh.		
4	Date of Application		08.12.2025			
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		08.12.2025			
9	Date of Order		27.01.26			
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:			
	Minaketan Sahu		SDO(Elect.), TPWODL, Padampur			


PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028

ORDER



Brief Facts of the Case

During the spot hearing camp at Melchhamunda section of Padampur Sub-division under Bargarh West Electrical Division on 08-12-2025, the complainant appeared before the Forum whereas SDO- Padampur 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. 5150-0116-3478 with connected load of 3.00 HP. That the Complainant has raised objection regarding the provisional/average bills served to him from Jan'2017 to Jun'2024 during the period in which he has not used power supply due to non-functioning of borewell. 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 Jan'2017 to Jun'2024 during the period in which he has not used power supply 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 17-01-2026 with a written submission of Superintending Engineer, BWED, Bargarh received on 21-01-2026 mentioning that "the consumer is using the power supply from Mar'2024."
- 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:


PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768020

1. It is noted from the billing database that the complainant has been given power supply on 30-12-2016 without a meter and bills on provisional/average basis has been done from Jan'2017 to Mar'2025.
2. As per submission of the complainant that he has not used power supply due to non-functioning of borewell up to Jan'2025 but as per submission of the respondent, the complainant is using power supply from Mar'2024.
3. It is noted from the billing database that a new meter bearing Sl. No. TWSC59018640 has been installed on 04-07-2024 but provisional billing has been continued till Mar'2025. It is also noted that the first meter reading taken for the month of Apr'2025 is "0058" which proves that the complainant has not used the borewell till Jan'2025 as claimed by him. It is also noted that the provisional bills from Jul'2024 to Mar'2025 has been adjusted in Apr'2025 bill.
4. Therefore, it is decided by the Forum that, the bills generated from Jan'2017 to Jun'2024 against the complainant 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 Jan'2017 to Jun'2024 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/
07 (3)


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


(B.K. Singh)
President
Grievance Redressal Forum
TPWODL, Bargarh-768028
Date: 27.01.26

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: Bhoingar, 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 215 of 2025.