

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/222/2026				
2	Complainant	Name & Address:		Consumer No:		
		Asharam Padhan At-Beherapali, Bara, Bhukta Dist-Bargarh		5124-2212-0784		
				Contact No.: 7879795545		
3	Respondent	Name		Division		
		SDO(Elect.), TPWODL, Bhukta		BED, TPWODL, Bargarh.		
4	Date of Application	17.06.2026				
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	17.06.2026				
9	Date of Order	30.06.26				
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:			
	Asharam Padhan		SDO(Elect.), TPWODL, Bhukta			

PRESIDENT

Grievance Redressal Forum
TPWODL Bargarh-768028

ORDER



Brief Facts of the Case

During the spot hearing camp at Bhukta Electrical Sub-division under Bargarh Electrical Division on 17-06-2026, the complainant appeared before the Forum whereas SDO- Bhukta appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT- Domestic consumer having consumer No. 5124-2212-0784 with connected load of 1.00 KW. That the Complainant has raised objection regarding the power supply given to him in Oct'2021 but bills have been generated from 2019. 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 generated from 2019 but actual power supply given to him in Oct'2021 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 18-05-2026 with a written submission of SDO Bhukta received on 29-06-2026 mentioning that "it was ascertained through local enquiry that the actual power supply was provided to the consumer in Apr'2021 but billing was started from 2018."
- ii. The respondent also agreed upon wrong power supply date and agreed for revision of bills. However, the respondent requested the Forum to take appropriate decision as necessary.


PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028



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 power supply was given to the complainant on 11-12-2018 (As per FG database). That the complainant has been billed on provisional / average basis from Dec'2018 to Sep'2020.
- In the meanwhile, a new meter bearing Sl. No. LW463053 has been changed on 23-11-2019 but updated in the billing in Jan'2020 and provisional bills have been raised up to Sep'2020. The bill for the month of Oct'2020 has been raised with "0" meter reading having nil consumption with lock adjustment from Jan'2020 to Oct'2020 and the "0" unit consumption actual billing has been done up to Mar'2021.
- From Apr'2021 to Jun'2021 bills on actual meter readings have been raised up to a FMR of "72". Again, from Jul'2021 to Jun'2022 provisional bills have been raised. In Jul'2022, again the meter reading has been updated as "0053" and from Aug'2022 onwards bills have been raised on actual basis.
- As per submission made by the respondent, the connection was released in Apr'2021 but the respondent could not clarify about the installation of meter in Nov'2019.
- It is noted by the Forum that, the meter installed on 23-11-2019 has a reading of "0043" as on 13-07-2022 as per photo available in FG which shows that supply was given much later after installation of meter.
- It is also noted by the Forum that the respondent has revised the bills from Oct'2020 to Jun'2022 for late meter updation and wrong meter reading.

Directions of the forum

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

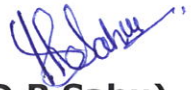
- As there was no supply available at the complainant premises, the bills raised from Dec'2018 to Oct'2019 are to be withdrawn.

- Proper house lock adjustments are to be given from Nov'2019 to Oct'2020 as there was no consumption in the meter.
- 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.

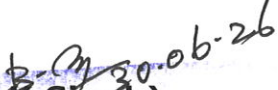


The Opposite party is directed to submit the compliance report to this Forum within one month from the date of issue of this order.

Accordingly, the case is disposed of.


(D.R. Sahu)
 Co-Opted Member
 Grievance Redressal Forum
 TPWODL, Bargarh-768028


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


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

No. GRF/BGH/ 220⁽³⁾

Date: 30.06.26

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 222 of 2026.