

# 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 Debendra Ranjan Sahu	...	Co-Opted Member

1	Case No.	<b>BGH/229/2025</b>						
2	Complainant	Name & Address:			Consumer No:			
		Subash Pradhan			5123-1304-0015			
		At-Behera, Dist-Bargarh			Contact No.:			
					9777683066			
3	Respondent	Name			Division			
		SDO(Elect.), TPWODL, Bargarh-II			BED, TPWODL, Bargarh.			
4	Date of Application	10.12.2025						
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	10.12.2025						
9	Date of Order	30.12.25						
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:					
	Subash Pradhan		SDO(Elect.), TPWODL, Bargarh-II					

## ORDER



### **Brief Facts of the Case**

During the spot hearing camp at Turunga section of SDO-II Bargarh under Bargarh Electrical Division on 10-12-2025, the complainant appeared before the Forum whereas SDO-II Bargarh appeared as respondent before the Forum. Brief facts pertaining to the case are that the Complainant is a LT- Domestic consumer having consumer No. 5123-1304-0015 with connected load of 1.00 KW. That the Complainant has raised objection regarding the bills served to him up to Jun'2023 during the period in which no power supply was there as the complainant was not staying in his village. 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, he had applied for a new service connection in the name of his wife Janaki Pradhan but the NSC has been rejected due to arrear pending in his consumer no. 512313040015 which was not in the knowledge of him.
2. The complainant also submits that, there was no supply and he was staying in other village. The arrear was without his knowledge and no bill has ever been served to him nor any payment has been made by him till date.
3. He further submits that; he had made verbal complain to the respondent about the erroneous bill.
4. He also requested the Forum to revise the bills.

#### **2. Reply Submission of the Respondent:**

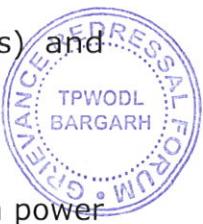
- i. The respondent submitted the PVR dated 17-12-2025 mentioning that "the consumer is not available in the premises".
- ii. However, the respondent requested the Forum to take appropriate decision as necessary.

### **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

*D.B*  
PRESIDENT

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 01-01-1990 and as per available records bills from Mar'2001 to Jun'2023 provisional/average bills have been generated.
2. As per submission of the complainant that the said connection has not been used by him as the connection was not in his knowledge. He also submits that he has never paid any electricity bill for this connection and never received any electricity bill.
3. The complainant has also submitted the report of Sarpanch Khuntpali GP that the consumer is staying at Balla Bahal for last 10 years.
4. It is also noted by the Forum that the respondent has stopped the bill from Jul'2023 declaring the consumer as a Ghost consumer.
5. Therefore, it is decided by the Forum that, the all the bills generated against the complainant from 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 against the consumer no 512313040015 up to Jun'2023 are to be withdrawn and NSC applied in the name of Janaki Pradhan is to be released by following the procedure as per regulation.

**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/ 252(3)

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

  
**(B.K. Singh)**  
PRESIDENT  
President  
Grievance Redressal Forum  
TPWODL, Bargarh-768028  
Date: 30.12.25

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: Bhoiagar, 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](http://www.tpwesternodisha.com) Customer Zone- Grievance Redressal Forum- BGH- GRF case No. BGH 229 of 2025.