

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/236/2025			
2	Complainant	Name & Address:		Consumer No:	
		Jogendra Seth		5150-0116-6225	
		Dhangerpali, Barpali		Contact No.:	
Dist-Bargarh		7978187911			
3	Respondent	Name		Division	
		SDO(Elect.), TPWODL, Barpali		BWED, TPWODL, Bargarh.	
4	Date of Application	16.12.2025			
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	16.12.2025			
9	Date of Order	07.01.26			
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:			
	Jogendra Seth Represented by Haradhan Seth	SDO(Elect.), TPWODL, Barpali			


PRESIDENT

Consumer Grievance Redressal Forum
TPWODL, Bargarh-768028

ORDER



Brief Facts of the Case

During the spot hearing camp at Barpali Sub-division under Bargarh West Electrical Division on 16-12-2025, 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- Irrigation Pumping and agriculture consumer having consumer No. 5150-0116-6225 with connected load of 2.50 KW. That the Complainant has raised objection regarding the provisional/average bills served to him from Jul'2018 to Nov'2025 during the period in which he has not used power supply. 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 Jul'2018 to Nov'2025 during the period in which he has not used power supply resulted to accumulation of arrear.
2. The complainant also submits that, the power supply was taken but he has not used the power supply till date rather he has paid the bills four times during the period.
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 24-12-2025 with a written submission of Superintending Engineer, BWED, Bargarh mentioning that "the consumer has not used the power supply till now."
- 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:



1. It is noted from the billing database that the complainant has been given power supply on 29-06-2018 without a meter and bills on provisional/average basis has been done from Jul'2018 to Nov'2021.
2. A new meter bearing Sl. No. TPU008283 was installed on 30-10-2021 but provisional/average billing has been continued till Nov'2025.
3. As per submission of the respondent the consumer has not used the power supply till now and the disconnection was done on 19-12-2025 in FG also.
4. Therefore, it is decided by the Forum that, the all the bills generated against the complainant from Jul'2018 should be withdrawn.

Directions of the forum

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

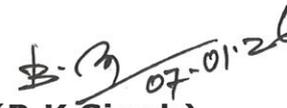
- The bills generated from Jul'2018 to Nov'2025 are to be withdrawn (except Fixed charges) as per Section 157 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.
- Any adjustments done during the revision period are also to be taken in to consideration.
- DPS charged 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/ 02⁽³⁾


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


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

Date: 07.02.26

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: Bhoynagar, 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 236 of 2025.