

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/238/2025			
2	Complainant	Name & Address:		Consumer No:	
		Tarani Naik		5151-0210-1244	
		At-Patkulunda,Barpali		Contact No.:	
Dist-Bargarh		9692338128			
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:		
	Tarani Naik		SDO(Elect.), TPWODL, Barpali		

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- Domestic consumer having consumer No. 5151-0210-1244 with connected load of 1.00 KW. That the Complainant has raised objection regarding the provisional/average bills raised from Jun'2020 to Aug'2023 against the consumer no. 515102101244 which has not been used by him and he has not received any bill for this consumer number. He requested for withdrawal 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 raised from Jun'2020 to Aug'2023 against the consumer no. 515102101244 in the name of Tarani Naik which has not been used by him.
2. The complainant also submits that he has not received any bill for this consumer number till date.
3. He further submits that; he had made verbal complaint to the respondent about the erroneous bill.
4. Further, the Consumer averred that, New Service Connection applied in the name of Dhiraj Naik has not been released due to arrear pending in the name of the Complainant.
5. He also requested the Forum to withdraw all the bills.

2. Reply Submission of the Respondent:

- i. The respondent submitted the PVR dated 29-12-2025 mentioning that "there is no service connection available having SC No. 515102101244 in the premises of the mentioned consumer."

B.B.

PRESIDENT

Grievance Redressal Forum
TPWODL, Bargarh-751020

- 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 18-06-2020 and bills have been raised on provisional/average basis from Jun'2020 to Aug'2023.
2. From Sep'2023, no bills have been raised by the respondent. It is also submitted by the respondent in the PVR that there is no service connection available having SC No. 515102101244 in the premises of the Tarani Naik.
3. It is also noted by the Forum that no payment has been made for this consumer number which implies that the consumer does not exist.
4. It is also noted by the Forum that, the application for New Service Connection applied in the name of Dhiraj Naik has not been released due to arrear pending in the name of the Complainant which is not justified.
5. Therefore, it is decided by the Forum that, the all the bills generated against the complainant from date of power supply should be withdrawn.

Directions of the forum

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

- The provisional/average bills generated from date of power supply to till date are to be withdrawn as per Section 157 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.
- New Service Connection pending in the name of Dhiraj Naik due to the outstanding arrear of the complainant is to be released immediately.
- 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.



(Signature)

(D.R Sahu)
Co-Opted Member

Grievance Redressal Forum
TPWODL, Bargarh-768028
No. GRF/BGH/garh-768028

04 (3)

(Signature)

(P. Dasbhaya)
Member (Finance)

Grievance Redressal Forum
TPWODL, Bargarh-768028

(Signature) 07-01-26

(B.K. Singh)
President

Grievance Redressal Forum
TPWODL, Bargarh-768028

Date: *07.01.26*

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: 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 238 of 2025.