

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.	BGH/239/2025			
2	Complainant	Name & Address:		Consumer No:	
		Janma Biswal, Khemesara,Barpali Dist-Bargarh		5151-0213-0763	
				Contact No.:	
		81414316087			
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	12.12.2025			
9	Date of Order	10.02.26			
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:			
	Janma Biswal Represented by Pintu Biswal	SDO(Elect.), TPWODL, Barpali			

B.K.Singh

PRESIDENT

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- Domestic consumer having consumer No. 5151-0213-0763 with connected load of 0.50 KW. That the Complainant has raised objection regarding the provisional/average bills is being raised from Jan'2001 to Dec'2025 against his father's name Janma Biswal having consumer no. 515102130763 which is not being used by him as no one is staying there for so many years and also the house has already been demolished many years ago. 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 is being raised from Jan'2001 to Dec'2025 against his father's name Janma Biswal who is no more.
2. The complainant also submits that no one is staying there for so many years and also the house has already been demolished many years ago.
3. He further submits that; he had made verbal complain to the respondent about the erroneous bill.
4. He also requested the Forum to withdraw all the bills and further generation of bills to be stopped permanently.

2. Reply Submission of the Respondent:

- i. The respondent submitted the PVR dated 29-12-2025 mentioning that "the consumer is not availing the power supply through the above mentioned consumer number."

- 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 01-01-1990 and bills have been raised on provisional/average basis from Apr'2001 to Dec'2025.
2. It is noted by the Forum that, in this instant case the respondent has extremely neglected his basic duties to serve proper and accurate bills. It is very strange to note that the respondent has served provisional/average bills for the last 25 years without concerning of status of consumer, status of meter, arrear against the consumer etc. and respondent is still serving the bills without any house.
3. It is also noted by the Forum that Rs.100/- and Rs.150/- has been received by the respondent against the consumer number in May'2023 and Jun'2023 which seems to be misposting as it is submitted by the complainant that for so many years the house has already been demolished and no one is staying there.
4. The Forum had instructed the respondent to conduct a field enquiry regarding status of the connection but the respondent could not submit any report despite several reminders.
5. Therefore, it is decided by the Forum that, the all the bills generated against the complainant till date supply should be withdrawn and further generation of bills to be stopped immediately declaring the connection as Ghost consumer.

Directions of the forum

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

- The provisional/average bills generated against the consumer no. 515102130763 till date are to be withdrawn and further generation of bills to be stopped immediately declaring the connection as Ghost consumer as per Section 157 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019 and further generation of bills to be stopped permanently.

- 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.

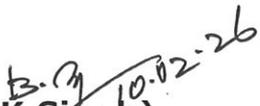


The Opposite party is directed to submit the compliance report to this Forum within one month from the date of issue of this order.

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/ 21⁽³⁾

Date: 10.02.26

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: 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 239 of 2025.