

# 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.	<b>BGH/242/2025</b>			
2	Complainant	Name & Address:		Consumer No:	
		Kirti Chandra Mahapatra		5151-0208-0095	
		At-Tulandi,Barpali		Contact No.:	
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:		
	Kirti Chandra Mahapatra		SDO(Elect.), TPWODL, Barpali		

## ORDER



### Brief Facts of the Case

During the spot hearing camp at Barpali Electrical Sub-division under Bargarh West Electrical Division on 16-12-2025, the complainant appeared before the Forum whereas SDO-Barpali 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. 5151-0208-0095 with connected load of 1.00 KW. That the Complainant has raised objection regarding the other two bills in his name are being generated which are not being used by him. 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 has a connection bearing consumer no. 5151-0208-0095 in the name of Kirti Ch. Mohapatra but there are another two other connections bearing consumer no. 5151-0208-0407 and 5151-0208-0158 in the same name available which are not being used by him.
2. The complainant also submits that, there are so many manual money receipts paid by him but these have not been deducted from the bill. In this context, the complainant submitted 13 nos. copies of the said money receipts.
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 and to withdraw other two connections.

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

- i. The respondent submitted the PVR dated 29-12-2025 mentioning that "it was found that one service connection having consumer no. 515102080095 available in the premises having meter no. TWB300323" with a written submission of SDO Barpali.
- 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 bearing consumer no. 5151-0208-0095 has been given power supply on 01-01-1990 and as per available records bills are being generated on actual meter reading basis till date with meter no. TWB300323.
2. As per submission of the complainant that the said connection is being used by him and payments are also being given on regular basis for this connection.
3. He also submits that there are another two other connections bearing consumer no. 5151-0208-0407 and 5151-0208-0158 in the same name available which are not being used by him.
4. It is noted by the Forum from billing database that the Domestic connection bearing consumer no. 5151-0208-0407 had been released on 18-05-2011 in the name of Kirti Chandra Mohapatra for a load of 0.11 KW with installation of a new meter bearing Sl. No. 5279010 and bills on actual meter readings had been raised up to Apr'2013. From May'2013 to Aug'2013, provisional/average bills have been served and from Sep'2013 to Mar'2018, no bills have been raised. Again, from Apr'2018 to Sep'2020 provisional/average bills have been served and from Oct'2020 no bills have been raised till date.
5. It is also noted that no payments have been received against the connection 5151-0208-0407. But as mentioned above, bills on actual meter readings have been raised, the complainant has used the supply up to Apr'2013. Therefore, the Forum believes that the bills raised from May'2013 are to be withdrawn.
6. Again, it is noted by the Forum from billing database that the Domestic connection bearing consumer no. 5151-0208-0158 had been released on 24-01-2003 in the name of Sri Kirti Ch. Mohapatra for a load of 1.00 KW with installation of a new meter bearing Sl. No. 62532 and bills on actual meter readings had been raised up to Jan'2014. From Feb'2014 to Mar'2019, provisional/average bills have been served and from Apr'2019 to Sep'2020, no bills have been raised. Again, from Oct'2020 to May'2021 provisional/average bills have been served and from Jun'2021 no bills have been raised till date.
7. It is also noted that the last payment has been received against the connection 5151-0208-0158 on 14-08-2016. Therefore, the Forum believes that complainant

has used the connection up to Aug'2016 and the bills raised from Sep'2016 are to be withdrawn.



### **Directions of the forum**

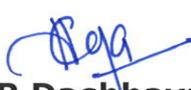
In view of the above findings and discussions, the Forum is of the view that,

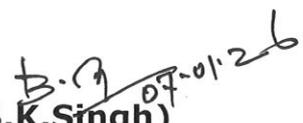
- The provisional/average bills generated against the consumer no 5151-0208-0407 from May'2013 are to be withdrawn as per Regulation 157 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.
- The provisional/average bills generated against the consumer no 5151-0208-0158 from Sep'2016 are to be withdrawn as per Regulation 157 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.
- As the money receipts deposited by the complainant refers to pre-bifurcation of Bargarh Division having old consumer numbers, the respondent is directed to check all the money receipts with the old ledgers and deduct the amounts as per records.
- 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/ 03 (3) 2025  
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](http://www.tpwesternodisha.com)- Customer Zone- Grievance Redressal Forum- BGH- GRF case No. BGH 242 of 2025.