

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/244/2025					
2	Complainant	Name & Address:		Consumer No:			
		Nabin Mahapatra		5120-0103-5911			
		At-Kalapani, Atabira		Contact No.:			
		Dist-Bargarh		6371538834			
3	Respondent	Name		Division			
		Executive Engineer(Elect.),BED,Bargarh TPWODL		BED, TPWODL, Bargarh.			
4	Date of Application		17.12.2025				
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		17.12.2025				
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:				
	Nabin Mohapatra Represented by Manabhanjan Mohapatra		Executive Engineer (Elect.),BED,Bargarh, TPWODL Represented by SDO (Elect),Attabira				

ORDER



Brief Facts of the Case

During the spot hearing camp at Attabira Sub-division under Bargarh Electrical Division on 17-12-2025, the complainant appeared before the Forum whereas SDO- Attabira 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. 5120-0103-5911 with connected load of 5.00 HP. That the Complainant has raised objection regarding the provisional/average bills served to him from Mar'2013 during the period in which no power supply was there. 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 Mar'2013 during the period in which no power supply was there.
2. He further submits that; he had made verbal complain to the respondent about the erroneous bill.
3. He also requested the Forum to revise the bills.

2. Reply Submission of the Respondent:

- i. The respondent submitted the PVR dated 23-12-2025 mentioning that "the supply is not using by the consumer from Mar'2013. Bill may be revised for this disconnection period."
- ii. However, the respondent requested the Forum to take appropriate decision as necessary.

B.B.

PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-760028



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 05-03-2007 and bills on actual meter readings have been done up to Feb'2013. From Mar'2013 to Jul'2023, provisional/average bills have been raised. No bills have been raised from Aug'2023.
2. As per submission of the respondent the complaint has already been taken up through Complaint Handling Procedure and an amount of Rs.47706.32 has been deducted from the bill of complainant.
3. Therefore, it is decided by the Forum that, the case should be dropped.

Directions of the forum

After observing the facts and records, the Forum Construed that, as the bill has already been revised by the respondent, the Forum is constraint to pass any order in respect of the grievance petition of the complainant.

Hence the instant case is hereby dropped.


(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/ 248⁽³⁾

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: 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 244 of 2025.