

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/246/2025					
2	Complainant	Name & Address:			Consumer No:		
		K Surya Laxmi			5122-0305-0099		
		At-Nua Khairpali, Godbhaga			Contact No.:		
		Dist-Bargarh			9437419763		
3	Respondent	Name			Division		
		SDO(Elect.), TPWODL, Attabira			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:					
	K Surya Laxmi	SDO(Elect.), TPWODL, 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- Domestic consumer having consumer No. 5122-0305-0099 with connected load of 2.50 KW. That the Complainant has raised objection regarding the provisional/average bills served to him from Oct'2019 to Dec'2024 during the period in which no power supply was there as the complainant had gone to his native place due to her illness. 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 Oct'2019 to Dec'2024 during the period in which no power supply was there as she had gone to her native place due to her illness.
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 18-12-2025 mentioning that "the supply was disconnected for the period from Oct'2019 to Dec'2024."
- ii. The respondent also agreed for withdrawal of provisional/average bills during the disconnection period. 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 on actual meter readings have been done up to Dec'2017. From Jan'2018 to Apr'2025, provisional/average bills have been raised.
2. As per submission of the complainant and respondent that the connection was disconnected from Oct'2019 to Dec'2024 in which no power supply was there as she had gone to her native place due to her illness.
3. Therefore, it is decided by the Forum that, the all the provisional/average bills generated against the complainant from Oct'2019 to Dec'2024 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 Oct'2019 to Dec'2024 are to be withdrawn as per Section 157 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019. Only fixed charges are to be claimed.
- 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/ *249 (3)*

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

B.K.Singh
PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028

Date: *30.12.2025*

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: Bhoiagar, 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 246 of 2025.