

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 |

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|----|--|---|--|--|---------|------------------|
| 1 | Case No. | BGH/249/2025 | | | | |
| 2 | Complainant | Name & Address: | | Consumer No: | | |
| | | Bira Kishore Bariha | | 5150-0116-2925 | | |
| | | Chheliamal, PO-Kechhodadar | | Contact No.: | | |
| | | Paikmal, Dist-Bargarh | | 6370005900 | | |
| 3 | Respondent | Name | | Division | | |
| | | SDO(Elect.), TPWODL, Paikmal | | BWED, TPWODL, Bargarh. | | |
| 4 | Date of Application | | 18.12.2025 | | | |
| 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 | | 18.12.2025 | | | |
| 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: | | | |
| | Birakishore Bariha | | SDO(Elect.), TPWODL, Paikmal | | | |


PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028

ORDER



Brief Facts of the Case

During the spot hearing camp at Paikmal Sub-division under Bargarh West Electrical Division on 18-12-2025, the complainant appeared before the Forum whereas SDO- Paikmal 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. 5150-0116-2925 with connected load of 1.00 KW. That the Complainant has raised objection regarding the bills served to him from Jun'2018 to Jan'2020 during the period in which no power supply was there as the supply was disconnected on his request. 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, bills have been served to him from Jun'2018 to Jan'2020 during the period in which no power supply was there as he has requested for disconnection, resulted to accumulation of arrear.
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 consumer had paid all the dues of Rs.3706.00 on dated 25-06-2018 and disconnected the line physically. But in system the connection was not disconnected and billed wrongly."
- 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 19-09-2016 and bills on average basis has been done up to May'2018 with a closing balance of Rs.3785.74 against which the complainant paid Rs.3706.00 on 25-06-2018 after availing rebate.
2. As per submission of the complainant and respondent that the connection was disconnected on 25-06-2018 based on request made by him still the bills on average basis have been generated and continued till Jan'2020.
3. Therefore, it is decided by the Forum that, the all the bills generated against the complainant from Dec'2017 should be withdrawn.


Directions of the forum


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


- The bills generated from Jun'2018 to Jan'2020 are to be withdrawn as per Section 157 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.
- 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/
250 (3)


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


(B.K. Singh)
PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028
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 249 of 2025.