

# 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.	<b>BGH/27/2026</b>			
2	Complainant	Name & Address:		Consumer No:	
		Rabindra Pradhan		5150-0116-9472	
		At-Goudmal, Jharbandh		Contact No.:	
		Dist-Bargarh		9777707226	
3	Respondent	Name		Division	
		SDO(Elect.), TPWODL, Jharbandh		BWED, TPWODL, Bargarh.	
4	Date of Application	20.01.2026			
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			155 & 157	
8	Date(s) of Hearing	20.01.2026			
9	Date of Order	16.03.26			
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:		
	Rabindra Pradhan		SDO(Elect.), TPWODL, Jharbandh		

## **ORDER**



### **Brief Facts of the Case**

During the spot hearing at Jharbandh Sub-division under Bargarh West Electrical Division on 20-01-2026, the complainant appeared before the Forum whereas SDO- Jharbandh 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. 5150-0116-9472 with connected load of 2.50 KW. That the Complainant has raised objection regarding the false/average bills served to him from Jun'2022 as the transformer is burnt since Jun'2022. 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, false/average bills have been served to him from Jun'2022 as the transformer is burnt resulted to accumulation of arrear.
2. He further submits that; he had made verbal complain to the respondent about the erroneous bills.
3. He also requested the Forum to revise the bills.

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

- i. The respondent submitted the PVR dated 23-02-2026 with a written submission of SDO Bheden received on 11-03-2026 mentioning that "The Transformer is burnt since Jun'2022."
- ii. The respondent also agreed upon false/average bills served to him and agreed for revision of bills. 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:



- That the complainant has been billed given power supply on 14-02-2020 and bills on provisional/average billing has been done up to Feb'2025.
- But as per submission made by SDO Jharbandh that the Transformer is burnt since Jun'2022.
- In the meanwhile, a new meter bearing Sl. No. TWSC59036699 has been installed on 11-03-2025 but from Mar'2025 bills on actual meter readings have been served with "0" consumption which shows that the transformer is burnt and no power supply has been availed by the complainant.
- Therefore, it is decided by the Forum that, the bills from Jun'2022 to Feb'2025 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 from Jun'2022 to Feb'2025 are to be withdrawn (Except Fixed charges) 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/  
75(3)

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

  
(B.K. Singh)  
PRESIDENT  
Grievance Redressal Forum  
TPWODL, Bargarh-768028  
Date: 16.03.26

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 27 of 2026.