

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)

1	Case No.	BGH/33/2025			
2	Complainant	Name & Address:		Consumer No:	
		Aswini Kumar Padhy		5123-2216-0153	
		C/o-Bidhan Ku. Routray		Contact No.:	
		At-Patia Village, Plot No-641/643 Sandha Chhaka, Nilakantheswar Temple Road, 751031		7077880584	
3	Respondent	Name		Division	
		SDO (Elect.), Bargarh-II, TPWODL.		BED, TPWODL, Bargarh.	
4	Date of Application	06.03.2025			
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			155 & 157
8	Date(s) of Hearing	06.03.2025			
9	Date of Order	19.05.2025			
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:		
	Aswini Ku. Padhy Represented by Bidhan Ku. Routray		SDO(Elect.), TPWODL, Bargarh-II		

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

ORDER



Brief Facts of the Case

During the hearing at Tora Electrical Section of SDO-II, Bargarh under Bargarh Electrical Division on 06-03-2025, the complainant appeared before the Forum whereas SDO- II Bargarh appeared as respondent before the Forum.

Brief facts pertaining to the case are that, the Complainant is a LT- General Purpose <110 KVA consumer having consumer No. 512322160153 with connected load of 1.50 KW. That the Complainant has raised objection regarding the bills served to him after Jun'2017 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, bills have been served to him after Jun'2017 during the period in which no power supply was there.
2. He also requested the Forum for revision of his energy bills.

2. Reply Submission of the Respondent:

- i. The respondent submitted a written submission to the case dated 14-05-2025 and also submitted the billing statement of the complainant from Jan'2002 to Jan'2025.
- ii. That, as per PVR submitted by ESO Tora and written submission of SDO-II Bargarh, presently in the said premises, no power supply is there but the complainant was availing power supply till Mar'2021.
- iii. The respondent also requests the Forum to hear the case as per merit.

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 found from the database that; the energy bills are being raised on actual basis through meter SI No. WLT081445 with a final meter reading of "17706".

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PRESIDENT
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Therefore, it is noted that, the complainant has availed the power supply up to Mar'2021.

2. From Apr'2021 provisional bills have been generated till Jul'2023 and from Aug'2023 only fixed charges billing has been done.
3. Therefore, it is decided by the Forum that bills raised from Apr'2021 are to be revised as the complainant has not availed power supply.

Directions of the forum

In view of the above findings and observations and considering the documents and statements submitted by both the parties and agreed upon at the time of hearing, the Forum hereby passes orders in consonance with Regulation 157 of the OERC Distribution (Conditions of Supply) Code 2019.

1. The provisional bills generated from Apr'2021 are to be withdrawn as per Section 157 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.

Matter is closed herewith and the compliance report to be submitted to the undersigned on or before dated **30-06-2025**.

Accordingly, the case is disposed of.


(P. D. S. Nayak)
Grievance Member (Finance)
TPWODL, Bargarh-768028


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

No. GRF/BGH/ 68⁽²⁾

Date: 19.05.2025

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: 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 33 of 2025.