

# 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/34/2026</b>  |                                |  |                  |
| 2  | Complainant                                  | Name & Address:   |                                | Consumer No:   |                  |
|    |  | Sushil Kumar Pradhan  |                                | 5150-0116-7014                                       |                  |
|    |  | At-Jampali, Chandibhata,<br>Jharbandh, Dist-Bargarh                       |                                | Contact No.:<br>7735805350                           |                  |
| 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                |                                |  | 42,140,155 & 157 |
| 8  | Date(s) of Hearing                           | 20.01.2026  |                                |  |                  |
| 9  | Date of Order                                | 09.03.26  |                                |  |                  |
| 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:   |  |                  |
|    | Sushil Kumar Pradhan                         |   | SDO(Elect.), TPWODL, Jharbandh |  |                  |

B.K.

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**PRESIDENT**  
Grievance Redressal Forum  
TPWODL, Bargarh-768028

## 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. 5150-0116-7014 with connected load of 2.50 KW. That the Complainant has raised objection regarding the provisional/average bills served to him from Jul'2018 to Jan'2026 during the period in which he has not used power supply due to non-functioning of borewell. 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 Jul'2018 to Jan'2026 during the period in which he has not used power supply 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 23-02-2026 with a remark "Due to borewell was not success, supply not availed till date."
- ii. However, the respondent requested the Forum to take appropriate decision as necessary.

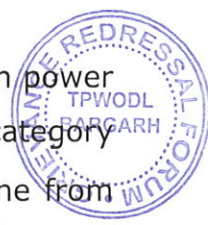
### Findings and observations of the Forum

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:



PRESIDENT

Grievance Redressal Forum  
TPWODL Bargarh-768008



1. It is noted from the billing database that the complainant has been given power supply on 07-07-2018 under LT- Irrigation Pumping and agriculture category without a meter and bills on provisional/average basis has been done from Jul'2018 to Jan'2026.
2. As per submission of the complainant that he has not used power supply due to non-functioning of borewell till date.
3. It is also submitted by the respondent that Due to non-functioning of borewell, supply not availed till date. It is also noted by the Forum that no payment has been made by the complainant during the above period.
4. Therefore, it is decided by the Forum that, the bills generated from Jul'2018 to Jan'2026 against the complainant should be withdrawn.


**Directions of the forum**


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

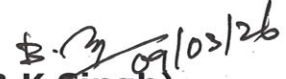
- The bills generated from Jul'2018 onwards are to be withdrawn as per Section 157 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.
- Further generation of bills should be stopped immediately.
- Any adjustments done during the revision period are also to be 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/ 720

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

  
**(B.K. Singh)**  
 President  
 Grievance Redressal Forum  
 TPWODL, Bargarh-768028  
 Date: 09.03.26

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: Bhoynagar, 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 34 of 2026.