

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.	BGH/43/2025			
2	Complainant	Name & Address:		Consumer No:	
		Sananda Satpathy		5125-2107-0324	
		At-Grindola, Baramkela, Bheden		Contact No.:	
		Dist-Bargarh		6370244640	
3	Respondent	Name		Division	
		SDO (Elect.), Bheden, TPWODL.		BED, TPWODL, Bargarh.	
4	Date of Application	26.03.2025			
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	07.04.2025			
9	Date of Order	29.04.2025			
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:		
	Sananda Satpathy		SDO(Elect.), TPWODL, Bheden		

ORDER



Brief Facts of the Case

The present case has been registered in this forum vide Case No. 43 of 2025. Brief facts pertaining to the case are that the Complainant is a LT- Domestic consumer having consumer No. 5125-2107-0324 with contract demand of 1.00 KW under the area of ESO Bheden.

That the Complainant has raised objection that he had applied for disconnection on 05-11-2011 under ESO Bheden and cleared all the arrear dues and now he wants to reconnect the same connection but the respondent is not giving the power supply.

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, he had applied for disconnection on 05-11-2011 under ESO Bheden and cleared all the arrear dues.
2. He further submits that; now he wants to reconnect the power supply as he has retired from his Job and willing to stay in the same house.
3. 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 03-04-2025 and also submitted the billing statement of the complainant from Dec'2005 to Sep'2021.
- ii. That, the application submitted by the consumer and received by the then Section Officer on 05-11-2011.
- iii. That, the consumer claimed that he had paid all his dues before disconnection, but there is neither any evidence of payment of pending dues found nor the disconnection fee required for permanent disconnection of power supply.
- iv. That, as per PVR submitted by ESO Bheden vide PVR No. 191229 dated 02-04-2025, presently in the said premises, no energy meter is found to obtain the final meter reading, but as per data available actual billing was done up to Oct'2014.
- v. 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. That, the initial date of power supply to the complainant's premises was effected on dt. 14.10.2005 with meter SI no. "A1817920".
2. It is found from the database that; the energy bills are being raised on actual basis from Apr'2006 to Apr' 2013 through meter SI No. "A1817920" with a final meter reading of "4580". Therefore, it is presumed that, the complainant has not availed the power supply from Apr'2013, but the respondent has not updated the disconnection data in the billing.
3. From May'2013, the same meter reading has been continued till Jan'2014. From Feb'2014 to Sep'2014, provisional bills have been served and from Oct'2014 to Nov'2014 only Fixed charges have been claimed. From Dec'2014, no bills have been generated showing the connection as permanently disconnected.
4. It is also noted by the Forum regarding claim for payment of pending dues in 2011, no such payment found in the billing ledger. It was also asked to the complainant to submit the receipt of payment, but the same could not be produced before the Forum.

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 May'13 to Sep'14 are to be withdrawn as per Section 157 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.
2. The complainant is directed to pay his pending dues after bill revision and to apply for a new connection as the supply has been converted to permanent disconnected consumer.


Matter is closed herewith and the compliance report to be submitted to the undersigned on or before dated **31-05-2025**.



Accordingly, the case is disposed of.


(D.R. Sahu)
Co-Opted Member
Grievance Redressal Forum
TPWODL, Bargarh-768028


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


(B.K. Singh)
President
Grievance Redressal Forum
TPWODL, Bargarh-768028
29/04/25

No. GRF/BGH/ 61⁽²⁾

Date: 29.04.2025

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 43 of 2025.