

# 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/50/2026</b>			
2	Complainant	Name & Address:		Consumer No:	
		Gajraj Deep		5153-1403-0475	
		At-Sarkanda, Sohela		Contact No.:	
3	Respondent	Name		Division	
		SDO(Elect.), TPWODL, Sohela		BWED-II, TPWODL, Bargarh.	
4	Date of Application	09.02.2026			
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	09.02.2026			
9	Date of Order	26.02.26			
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:			
	Gajraj Deep Represented by Sutar Deep	SDO(Elect.), TPWODL, Sohela			

## **ORDER**



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

During the spot hearing at Sohela Electrical Sub-division under Bargarh West Electrical Division-II camp on 09-02-2026, the complainant appeared before the Forum whereas SDO- Sohela appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT- Domestic consumer having consumer No. 5153-1403-0475 with connected load of 1.00 KW. That the Complainant has raised objection regarding the bills served to him from Jul'2018 to Feb'2025 despite of no power supply has been given to him. 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 Jul'2018 to Feb'2025 despite of no power supply has been given to him 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 13-02-2026 mentioning that "As per local enquiry and proper site verification it was found that the consumer is using power supply from date of meter installation in Mar'2025" with a written submission of SDO Sohela received on 18-02-2026.
- ii. The respondent also agreed upon that no power supply was provided to the premises of the consumer and agreed for revision of bills. However,



**PRESIDENT**

Grievance Redressal Forum  
TPWODL Bargarh-751003

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 29-06-2018 and provisional/average billing has been done from Jul'2018 to Feb'2025. Again, bills have been generated from Mar'2025 after installation of a new meter bearing Sl. No. TWST15016993 on 26-03-2025.
2. It is further noted from the submission of the SDO Sohela that the consumer is using power supply from date of meter installation in Mar'2025. After installation of meter on 26-03-2025, the consumer is availing power supply.
3. Therefore, it is decided by the Forum that, the all the bills generated against the complainant during no power supply 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 to Feb'2025 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.**

B.3

**PRESIDENT**  
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TPWODL Bargarh-761008



Accordingly, the case is disposed of.

(D.R Sahu)

Co-Opted Member

Grievance Redressal Forum  
TPWODL, Bargarh-768028

(P. Dasbhaya)

MEMBER  
Member (Finance)

Grievance Redressal Forum  
TPWODL, Bargarh-768028

(B.K.Singh)

PRESIDENT

Grievance Redressal Forum  
TPWODL, Bargarh-768028

No. GRF/BGH/ 41(3)

Date: 26.02.26

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: Bhoingar, 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 50 of 2026.