

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 D.R Sahu	...	Co-Opted Member

1	Case No.	BGH/56/2025				
2	Complainant	Name & Address:		Consumer No:		
		Satya Narayan Singh Lalu		5151-0108-0177		
		Near Green Lodge, Railway Station		Contact No.:		
		Barpali, Dist-Bargarh		977380500		
3	Respondent	Name		Division		
		SDO(Elect.), TPWODL, Barpali		BWED, TPWODL, Bargarh.		
4	Date of Application		29.04.2025			
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		29.04.2025			
9	Date of Order		19.08.2025			
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:			
	Satya Narayan Singh Lalu		SDO(Elect.), TPWODL, Barpali			

ORDER



Brief Facts of the Case

During the spot hearing at Barpali Electrical Sub-division under Bargarh West Electrical Division camp on 29.04.2025, the complainant appeared before the Forum whereas SDO- Barpali appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT- General Purpose < 110KVA consumer having consumer No. 5151-0108-0177 with connected load of 01 KW. That, the Complainant has raised objection regarding disconnection since 2012. But bills were raised till 2023. 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, the power supply to his premises was disconnected since 2012. But the energy bill were raised till 2023.
2. He further submits that; he had made verbal complain to the respondent about the erroneous bill.
3. Upon his request, the billing has been stopped now
4. He also requested the Forum to revise the bills.

2. Reply Submission of the Respondent:

- i. The respondent submitted the Physical Verification Report (PVR) dated 17.05.2025 with a written submission of SDO Barpali.
- ii. The Respondent mentioned that, during verification, it was found that, the electric connection to the premises of the complainant was disconnected and the meter has no display and also the service cable was disconnected.
- iii. The Respondent submitted that , the power supply to the complainant's premises was disconnected since the year 2012, but billing was continued till the year 2023.
- iv. The respondent further submit a no dues certificate on dt. 11.08.2025 against the complainant.
- v. The respondent requested the Forum to take appropriate decision as necessary.

PRESIDENT


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


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 energy bills were raised against the complainant on Actual/PL/Avg basis till Jun'2023. From the month of Jul'2023 the billing is stopped.
2. The complainant averred that, though his supply was disconnected since the year 2012, the energy bills were being raised till the year 2023.
3. The Opposite Party also submitted that, the power supply to the complainant's premises was disconnected since the year 2012, but billing was continued till the year 2023.
4. It is observed from the billing database that, one bill revision has been carried out for the period from Jan'2012 to Jun'2023 and credit sundry for an amount of Rs. 1,70,510.16/- has been effected against the complainant account on dt. 11.08.2025.
5. Therefore, the Forum construed that, the grievance petition of the complainant has been redressed by the Opposite Party.

Hence, the instant case is hereby dropped.


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


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


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

No. GRF/BGH/ 117⁽³⁾

Date: 19.08.2025

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 56 of 2025.