

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/56/2026 | | | |
| 2 | Complainant | Name & Address: | | Consumer No: | |
| | | Bhajamana Pandey | | 5125-2205-0600 | |
| | | At-Bakti, Remunda | | Contact No.: | |
| | | Bheden, Dist-Bargarh | | 8455073080 | |
| 3 | Respondent | Name | | Division | |
| | | SDO(Elect.), TPWODL, Bheden | | BED, TPWODL, Bargarh. | |
| 4 | Date of Application | 10.02.2026 | | | |
| 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 | | | 155 & 157 | |
| 8 | Date(s) of Hearing | 10.02.2026 | | | |
| 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: | | |
| | Bhajamana Pandey | | SDO(Elect.), TPWODL, Bheden | | |

B.K.
PRESIDENT

Consumer Grievance Redressal Forum
TPWODL, Bargarh-768028

ORDER



Brief Facts of the Case

During the spot hearing camp at Bheden Electrical Sub-division under Bargarh Electrical Division on 10-02-2026, the complainant appeared before the Forum whereas SDO- Bheden appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT- Domestic consumer having consumer No. 5125-2205-0600 with connected load of 0.50 KW. That the Complainant has raised objection regarding the wrong bills served to him from Nov'2018 to Nov'2024 during the period in which no power connection 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, wrong bills served to him from Nov'2018 to Nov'2024 during the period in which no power connection 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 with a written submission of SDO Bheden mentioning "the connection was released under soubhagya scheme, but the power supply was extended on dated 24-12-2024."
- ii. The respondent also agreed upon wrong power supply date and agreed for revision of bills. However, the respondent requested the Forum to take appropriate decision as necessary.



PRESIDENT

Grievance Redressal Forum
TPWODL, Bargarh-761023



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:

- That, the power supply was given to the complainant on 05-11-2018 (As per FG database). That the complainant has been billed on provisional / average basis from Nov'2018 to May'2025.
- As per submission made by the respondent, the connection was released under soubhagya scheme, but the power supply was extended on dated 24-12-2024.
- It is also noted from the billing that a new meter bearing Sl. No. TWST1782333 has been installed on 08-02-2025 but updated in the billing in Jun'2025 with a meter reading of "1144".
- Therefore, it is decided by the Forum that, the bills from Nov'2018 to Nov'2024 should be withdrawn and bills from Dec'2024 to Jun'2025 are to be revised as per average consumption of new meter.

Directions of the forum

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

- As there was no supply available at the complainant premises, the average/provisional bills from Nov'2018 to Nov'2024 are to be withdrawn as per Section 157 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.
- The bills from Dec'2024 to Jun'2025 are to be revised as per the average of six consecutive billing of new meter as per Section 155 and 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.


PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-761028



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

No. GRF/BGH/

42⁽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- Customer Zone- Grievance Redressal Forum- BGH- GRF case No. BGH 56 of 2026.