

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/58/2026			
2	Complainant	Name & Address:		Consumer No:	
		Nirmal Samashi		5151-1319-0345	
		At-Mirdhapali,Barpali		Contact No.:	
		Dist-Bargarh		9777260740	
3	Respondent	Name		Division	
		SDO(Elect.), TPWODL, Barpali		BWED, TPWODL, Bargarh.	
4	Date of Application	11.02.2026			
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	11.02.2026			
9	Date of Order	30.04.26			
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:			
	Nirmal Samashi	SDO(Elect.), TPWODL, Barpali			

ORDER



Brief Facts of the Case

During the spot hearing camp at Barpali Electrical Sub-division under Bargarh West Electrical Division on 11-02-2026, 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- Domestic consumer having consumer No. 5151-1319-0345 with connected load of 0.50 KW. That the Complainant has raised objection regarding high amount of arrear due to wrong billing. 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, high amount of average billing has been done resulted to high amount 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.

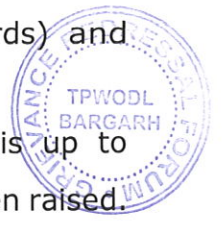
2. Reply Submission of the Respondent:

- i. The respondent submitted the PVR dated 27-02-2026 with a written submission of SDO Barpali received on 28-02-2026.
- ii. That, the fact of the complainant is that high arrear of Rs.20 Lacs due to wrong billing.
- iii. That, on verification it was found that the consumer is availing power supply unauthorizedly from the nearest LT pole.

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 complainant has been billed on actual meter reading basis up to Feb'2009. From Mar'2009 to Apr'2022 average/provisional bills have been raised.
- But it is noted by the Forum that high unit @ 3326 units per month has been billed from Mar'2009 to Dec'2017. From May'2022 no bills have been raised.
- However, as per submission of the respondent, the consumer is availing power supply unauthorizedly from the nearest LT pole.

Directions of the forum

After observing the facts and records, the Forum Construed that, as the complainant is availing power supply unauthorizedly from the nearest LT pole and this is an enforcement case, the Forum is constraint to pass any order in respect of the grievance petition of the complainant.


Hence the instant case is hereby dropped.


(D.R. Sahu) Member

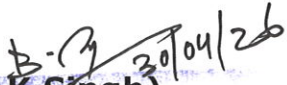
Co-Opted Member
TPWODL, Bargarh-768028

No. GRF/BGH/

161 (3)


(P. Dasbhaya)
Member (Finance)

Grievance Redressal Forum
TPWODL, Bargarh-768028


(B.K. Singh)
PRESIDENT

Grievance Redressal Forum
TPWODL, Bargarh-768028

Date: 30.04.26

Certified Copy to:

- The Zonal Head, Bargarh Zone, TPWODL, Bargarh.
- 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 58 of 2026.