

# CONSUMER GRIEVANCE REDRESSAL FORUM

ELECTRICAL CIRCLE, BARGARH

First Floor, Raymond Building, Bandutikra Chowk, Bargarh-768028

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## Present:

Sri B.K.Singh ... President  
Sri Pulakesh Dasbhaya ... Member (Finance)  
Sri D.R.Sahu ... Co-Opted Member

1	Case No.	<b>BGH/60/2026</b>			
2	Complainant	Name & Address:		Consumer No:	
		P. Durga Bhabani		5123-2103-0817	
		At- R. K Nagar, Barhagoda, Amsodha		Contact No.:	
Dist-Bargarh		9776889999			
3	Respondent	Name		Division	
		SDO(Elect.), TPWODL, Bargarh-II		BED, TPWODL, Bargarh.	
4	Date of Application	13.02.2026			
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	13.02.2026			
9	Date of Order	18.03.26			
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:		
	P. Durga Bhawani Represented by P. Satya Raju		SDO(Elect.), TPWODL, Bargarh-II		

## **ORDER**



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

During the spot hearing camp at SDO II Bargarh under Bargarh Electrical Division camp on 13-02-2026, the complainant appeared before the Forum whereas SDO- II Bargarh appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT- Domestic consumer having consumer No. 5123-2103-0817 with connected load of 1.00 KW. That the Complainant has raised objection regarding the false bills generated against his name from Dec'2018 to Apr'2023 which is not being used by 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, false bills have been generated against his name from Dec'2018 to Apr'2023 which is not being used by him resulted to accumulation of arrear.
2. He further submits that; he had made verbal complain to the respondent about the erroneous bills.
3. He also requested the Forum to revise the bills.

#### **2. Reply Submission of the Respondent:**

- i. The respondent submitted the PVR dated 02-03-2026 with a written submission of SDO II Bargarh received on 09-03-2026 mentioning that "The consumer is using power supply in consumer's name Palacharla Satya Raju, bearing consumer no. 512321040312."
- ii. The respondent also agreed upon false/average bills served to him and agreed for revision of bills. However, 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:



- That the consumer having consumer no. 512321030817 has been given power supply on 31-12-2018 in the name of Palacharla Durga Bhawani without meter and bills have been raised on average basis from Dec'2018 to Apr'2023. From May'2023 no bills have been generated with a remark of "Bill Stopped".
- But as per submission made by the complainant and also certified by the respondent, the consumer is using power supply against another consumer no. 512321040312 and paying the bills regularly. It is also noted by the Forum that no bill payment has been done against consumer no. 512321030817.
- Therefore, it is decided by the Forum that, the bills from Dec'2018 to Apr'2023 should be withdrawn treating the consumer as a Ghost consumer.


### **Directions of the forum**


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


- The provisional/average bills from Dec'2018 to Apr'2023 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.**

Accordingly, the case is disposed of.

  
**(D.R. Sahu)**  
Co-Opted Member  
Grievance Redressal Forum  
No. GRF/BGH/  
83 (3)

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

  
**(B.K. Singh)**  
PRESIDENT  
Grievance Redressal Forum  
TPWODL, Bargarh-768028  
Date: 18.03.26

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: 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](http://www.tpwesternodisha.com)- Customer Zone- Grievance Redressal Forum- BGH- GRF case No. BGH 60 of 2026.