

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/64/2026				
2	Complainant	Name & Address:		Consumer No:		
		Denath Nial		5154-1103-1568		
		At-Laumunda, Mithapali, Paikmal		Contact No.:		
Dist-Bargarh		7751866776				
3	Respondent	Name		Division		
SDO(Elect.), TPWODL, Paikmal		BWED, TPWODL, Bargarh.				
4	Date of Application		17.02.2026			
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):				Cluses	
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		17.02.2026			
9	Date of Order		05.03.26			
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:			
	Denath Nial		SDO(Elect.), TPWODL, Paikmal			

ORDER



Brief Facts of the Case

During the spot hearing at Paikmal Sub-division under Bargarh West Electrical Division on 17-02-2026, the complainant appeared before the Forum whereas SDO- Paikmal appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT- Domestic consumer having consumer No. 5154-1103-1568 with connected load of 1.00 KW. That the Complainant has raised objection regarding the wrong bills served to him from Nov'2018 to Mar'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:

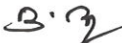
1. The complainant submits that, wrong bills served to him from Nov'2018 to Mar'2024 during the period in which no power connection has been given to him resulted to accumulation of arrear.
2. He further submits that; he had made verbal complain to the respondent about the erroneous bill.
3. He also requested the Forum to revise the bills.

2. Reply Submission of the Respondent:

- i. The respondent submitted the PVR dated 17-02-2026 with a remark mentioning "the consumer was not availing power supply from Nov'2018 to Mar'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.

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



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PRESIDENT

Grievance Redressal Forum
TPWODL, Bargarh-760028

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 12-11-2018 (As per FG database). That the complainant has been billed on provisional / average basis from Nov'2018 to Mar'2024.
- In the meanwhile, a new meter bearing Sl. No. TWB112614 has been installed on 25-04-2024 and bills on actual meter readings have been served from Apr'2024 onwards.
- As per submission made by the respondent, the consumer was not availing power supply from Nov'2018 to Mar'2024.
- Therefore, it is decided by the Forum that, the bills from Nov'2018 to Mar'2024 should be withdrawn.


Directions of the forum


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

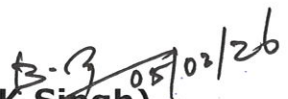
- As there was no supply available at the complainant premises, the average/provisional bills from Nov'2018 to Mar'2024 are to be withdrawn as per Section 157 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.
- Any adjustments done during the revision period 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
TPWODL, Bargarh-768028
No. GRF/BGH/ 48 (3)


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


(B.K. Singh)
PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028
Date: 05.03.26

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- Customer Zone- Grievance Redressal Forum- BGH- GRF case No. BGH 64 of 2026.