

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/79/2025				
2	Complainant	Name & Address:		Consumer No:		
		Chairman Pani Panchayat		5120-0116-0071		
		C/o Radheshyam Mohapatra, Saranda		Contact No.:		
		Atabira, Dist-Bargarh		9348112529		
3	Respondent	Name		Division		
		EE (Elect.), BED, Bargarh, TPWODL		BED, TPWODL, Bargarh.		
4	Date of Application		11.07.2025			
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				42, 140, 155 & 157
8	Date(s) of Hearing		11.07.2025			
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:			
	Chairman, Pani Panchayat Represented by Radhe Shyam Mohapatra		SDO(Elect.), TPWODL, Attabira			

ORDER



Brief Facts of the Case

During the spot hearing at Atabira Electrical Section of Atabira Sub-division under Bargarh Electrical Division on 11-07-2025, the complainant appeared before the Forum whereas SDO- Atabira appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT-IRRIGATION PUMPING AND AGRICULTURE consumer having consumer No. 512001160071 with connected load of 10.00 HP. That the Complainant has raised objection regarding the bills served to him from Jul'2016 to Nov'2022 during the period in which no power supply was there due to theft of LI Motor pump. 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, bills have been served to him from Jul'2016 to Nov'2022 during the period in which no power supply was there due to theft of LI Motor pump resulted to accumulation of arrear.
2. The complainant also submits that, during the years 2017, 2018 and 2019, they have tried to pay the arrear energy dues in installments for reconnection but no reconnection was done by the respondent by demanding the full arrear amount.
3. He further submits that; he had made verbal complain to the respondent about the erroneous bill.
4. He also requested the Forum to revise the bills.

2. Reply Submission of the Respondent:

- i. The consumer namely Chairman PP, Atabira of Bargarh District is a consumer bearing No. 512001160071 under LT-I Irrigation Pumping &

Agriculture Category and was availing power supply for a contract demand of 10.00 HP. The date of power supply is 01.08.2002.



- ii. The consumer has complained regarding arbitrary billing during disconnection period.
- iii. After due analysis of billing data, it is found that, the LI Point has been charged on 01.08.2002 with due observation of all official formalities. Billing for the very first month of supply up to 12/2005 has been raised on Avg. basis. In the month of 01/2006 a new meter was installed and bills have been raised on the basis of actual meter reading up to 03/2010. WEF 04/2010 bills have been raised on PL / Avg. basis and continued up to 04/2022.
- iv. On receipt of complaint, the concerned officers have physically verified the premise of LI Point and after due enquiry submitted the report, as per which the power supply to the said LI point was disconnected during Jan'2018. During the month of Mar'2018 the consumer paid Rs.25000/- and requested for restoration of power supply. But as they could not pay the balance of committed amount i.e. 80% of the arrear, the power supply was not restored. Again in 03/2019 the consumer again approached with payment of Rs.20000/- and requested for reconnection. But due to non-payment of arrear as per commitment, again the power supply not restored.
- v. As physically verified the power supply is still under disconnection. However, the consumer has paid Rs.80000/- on 4th July'2025, and power supply was restored on 02.08.25 with due observation of official formalities.
- vi. It is worth mentioned here that due to disconnection status for such a long period, billing has been stopped wef Dec'2022.
- vii. The respondent also agreed upon average billing raised during the disconnection period 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:


PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028

1. It is noted from the billing database that average billing has been done during the disconnection period from Jul'2016 to Nov'2022. From Dec'2022 no bills have been raised.
2. It is further noted from the letter of Executive Engineer, Lift Irrigation Division, Bargarh vide letter no. 829 dated 11-06-2025 wherein he has mentioned that the said LI project was lying defunct since Jun'2016. The chairperson, N.A.C. Atabira has also certified the LI motor pump has been stolen since 22-06-2016 vide his letter no. NIL dated 25-06-2025.
3. Therefore, it is decided by the Forum that, the bills raised during disconnection period should be withdrawn.


Directions of the forum

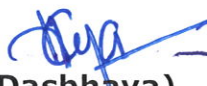
In view of the above findings and discussions, the Forum is of the view that,

- The bills from Jan'2021 to Dec'2022 (Two Years) Except Fixed charges 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


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


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

No. GRF/BGH/ 118(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 79 of 2025.