

# 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.	<b>BGH/85/2026</b>			
2	Complainant	Name & Address:		Consumer No:	
		Binodini Bhoi At-Ganthiapali, Bhukta Dist-Bargarh		5124-2210-1026	
				Contact No.: 7684055758	
3	Respondent	Name		Division	
		SDO(Elect.), TPWODL, Bhukta		BED, TPWODL, Bargarh.	
4	Date of Application	19.02.2026			
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	19.02.2026			
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:		
	Binodini Bhoi Represented by Prabhakar Bhoi		SDO(Elect.), TPWODL, Bhukta		

*B.K.S.*  
PRESIDENT

Grievance Redressal Forum  
TPWODL, Bargarh-768028

## **ORDER**



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

During the spot hearing at Bhukta Sub-division under Bargarh Electrical Division camp on 19-02-2026, the complainant appeared before the Forum whereas SDO- Bhukta appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT- Domestic consumer having consumer No. 5124-2210-1026 with connected load of 1.00 KW. That the Complainant has raised objection regarding the wrong bills served to him from Dec'2018 to Feb'2020 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 Dec'2018 to Feb'2020 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.

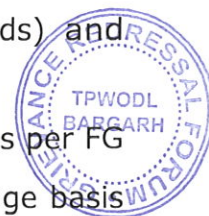
#### **2. Reply Submission of the Respondent:**

- i. The respondent submitted the PVR dated 20-02-2026 with a written submission of SDO Bhukta mentioning "the connection was released under soubhagya scheme in 2018, but the power supply was extended in Mar'2020."
- 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

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 13-12-2018 (As per FG database). That the complainant has been billed on provisional / average basis from Dec'2018 to Dec'2019. From Jan'2020 to Feb'2020 was billed on actual meter readings for 3 units and 1 unit which seems that meter had been installed but no supply was given.
- As per submission made by the respondent, the connection was released under soubhagya scheme in 2018, but the power supply was extended in Mar'2020.
- Therefore, it is decided by the Forum that, the bills from Dec'2018 to Feb'2020 should be withdrawn.

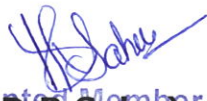
### **Directions of the forum**

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 Dec'2018 to Feb'2020 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.

  
Co-Opted Member  
(D.R. Sahu)  
Grievance Redressal Forum  
TPWODL, Bargarh-768028

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

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

No. GRF/BGH/ 53<sup>(3)</sup>

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 85 of 2026.