

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/86/2026			
2	Complainant	Name & Address:		Consumer No:	
		Mahendra Mahapatra At-Telitikra, Arjunda Bheden, Dist-Bargarh		5125-2307-0167	
				Contact No.:	
3	Respondent	Name		Division	
		SDO(Elect.), TPWODL, Bheden		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	22.04.26			
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:		
	Mahendra Mahapatra Represented by Anusaya Mahapatra		Asst. Manager (Fin), BED, Bargarh		

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PRESIDENT

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Grievance Redressal Forum
TPWODL, Bargarh-768028

ORDER



Brief Facts of the Case

During the spot hearing at Bhukta Electrical Sub-division under Bargarh Electrical Division camp on 19-02-2026, the complainant appeared before the Forum whereas Asst. Manager (Fin), BED, Bargarh appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant Mahendra Mohapatra has raised objection regarding the bills served to him in the name of Rabindra Mahapatra having arrear more than 1 lakh. 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 are being served to him in the name of Rabindra Mahapatra having arrear more than 1 lakh 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 17-03-2026 with a written submission of SDO Bheden received on 20-03-2026.
- ii. The respondent submitted that, the complainant Mahendra Mohapatra never applied for a new connection. During survey of never paid cases the complainant was found and a new meter bearing SI. No. TPWODL1069057 was issued and also installed at his place. But in the billing the meter installation has been entered against 5125-2307-0167 which is in the name of Rabindra Mahapatra having arrear more than 1 lakh.
- iii. 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 complainant Mahendra Mohapatra has never applied for new service connection. He was found during survey of never paid cases. The complainant was supposed to be regularized under KHOJ scheme and a new meter was to be installed.
- But the new meter bearing Sl. No. TPWODL1069057 was issued against 5125-2307-0167 but installed at the premises of the complainant on 06-02-2023.
- It is also noted from billing database that the complainant is paying current bills regularly against consumer no. 5125-2307-0167 after installation of meter.
- Therefore, it is decided by the Forum that, the bill of the complainant should be regularised.

Directions of the forum

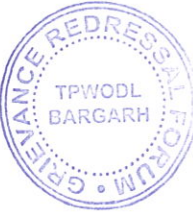
In view of the above findings and discussions, the Forum is of the view that,

- A new consumer number is to be allotted to the complainant under KHOJ scheme.
- The arrears accumulated from the date of meter installation is to be transferred to the new consumer number of Mahendra Mohapatra as per Section 157 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.
- A new meter is also to be installed for the new consumer number of Mahendra Mohapatra.
- 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.

B. S. J.
PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028

Accordingly, the case is disposed of.



[Handwritten Signature]

(D.R Sahu)

Co-Opted Member

Grievance Redressal Forum
TPWODL, Bargarh-768028

No. GRF/BGH/

12503

[Handwritten Signature]

(P.Dasbhaya)

Member (Finance)

Grievance Redressal Forum
TPWODL, Bargarh-768028

[Handwritten Signature] *22/04/26*

(B.K.Singh)

President

Grievance Redressal Forum
TPWODL, Bargarh-768028

Date:

22.04.26

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 86 of 2026.