

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/91/2026				
2	Complainant	Name & Address:		Consumer No:		
		Ramlal Patel		5150-0103-5268		
		At/Po-Bhandarpari, Jharbandh		Contact No.:		
		Dist-Bargarh		6372911806		
3	Respondent	Name		Division		
Executive Engineer (Elect.), BWED, Bargarh, TPWODL		BWED, TPWODL, Bargarh.				
4	Date of Application		07.03.2026			
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				42,140,155 & 157
8	Date(s) of Hearing		07.03.2026			
9	Date of Order		04.05.26			
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:			
	Ramlal Patel Represented by Satpati Patel		SDO(Elect.), TPWODL, Jharbandh			



ORDER

Brief Facts of the Case

During the spot hearing at Jharbandh Sub-division under Bargarh West Electrical Division on 07-03-2026, the complainant appeared before the Forum whereas SDO- Jharbandh 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. 5150-0103-5268 with connected load of 3.00 HP. That the Complainant has raised objection regarding the provisional/average bills served to him from Jan'2020 to Dec'2022 during the period in which he has not used power supply due to due to low voltage problem. 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, provisional/average bills have been served to him from Jan'2020 to Dec'2022 during the period in which he has not used power supply due to due to low voltage problem 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 21-04-2026 received on 02-05-2026 with a remark "During site inspection it was found that the LI point was inoperative due to low voltage problem from Jan'2020 to Dec'2022."
- ii. 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:

1. It is noted from the billing database that the complainant has been given power supply under LT- Irrigation Pumping and agriculture category bills on average/provisional basis has been done from Date of power supply to Feb'2025. From Mar'2025 onwards bills on actual meter readings have been served.
2. As per submission of the complainant and certified by the respondent that due to low voltage problem the above mentioned LI point was not availing power supply from Jan'2020 to Dec'2022.
3. Therefore, it is decided by the Forum that, the bills raised from Jan'2020 to Dec'2022 against the complainant should be withdrawn.

Directions of the forum

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

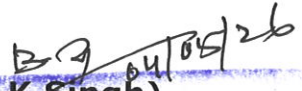
- The bills raised from Jan'2020 to Dec'2022 are to be withdrawn (except Fixed charges) as per Section 157 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.
- Any adjustments done during the revision period are also to be taken in to consideration.
- DPS charged 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. Dasbhaya)
Member (Finance)
Grievance Redressal Forum
TPWODL, Bargarh-768028


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

No. GRF/BGH/ 163 (31)

Date: 04.05.26

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: Bhoingar, 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 91 of 2026.