

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/93/2026					
2	Complainant	Name & Address:		Consumer No:			
		President Pani Panchayat-III		5150-0116-0267			
		C/o-Tankeswar Sahu,Palsada,Dova		Contact No.:			
		Jharbandh,Dist-Bargarh		9777758287			
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					155 & 157
8	Date(s) of Hearing		07.03.2026				
9	Date of Order		10.06.26				
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:				
	President Pani Panchayat-III Represented by		SDO(Elect.), TPWODL, Jharbandh				
	Suresh Kumar Sahu Sahu						



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 HT- Irrigation Pumping and Agriculture consumer having consumer No. 5150-0116-0267 with connected load of 7.50 KW. That the Complainant has raised objection regarding the bills being served to him despite the LI point is not operating since long but bills are being generated on Sub-station meter. He requested for withdrawal of false bills and requested to stop further generation 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, the LI point is not operating since long but bills are being generated on Sub-station meter resulted to accumulation of arrear.
2. He further submits that; there are 3 nos. other consumers availing power supply through S/s meter.
3. He also requested the Forum for withdrawal of false bills and requested to stop further generation of bills.

2. Reply Submission of the Respondent:

- i. That, the consumer has been availing power supply since 20-12-2011 under HT- IRRIGATION PUMPING AND AGRICULTURE category for load of 7.50 KW without meter.
- ii. That, on scrutiny of billing ledger, it has been found that the consumer has been billed on average basis from date of power supply to Nov'2022. On 04-12-2022, a new meter i.e. 10014914 was installed against without meter.

- iii. That, as per PVR submitted by ESO II Jharbandh, the consumer is not using power supply but other 3 nos. consumer are availing power supply through the output of meter which is connected to the consumer no. 5150-0116-0267.
- iv. The respondent also agreed upon 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:

1. That the complainant is availing power supply since 12-07-2014 under HT-IRRIGATION PUMPING AND AGRICULTURE tariff.
2. As per submission of respondent and PVR submitted by ESO II Jharbandh, the complainant is not in functioning stage but there are three other consumers namely Tankeswar Sahu, consumer no. 515001038633, date of power supply 18-01-2020, Upendra Sahu, consumer no. 515001036516, date of power supply 15-02-2011 and Dipti Sahu, consumer no. 515001172635, date of power supply 20-12-2024 are availing power supply through the meter of the complainant.
3. It is noted by the Forum that all the three consumers were availing power supply without/ with meter and provisional/average/ nil consumption billing has been served to these consumers.
4. Again, as the meter of the complainant was recording consumption of total 4 consumers wherein the LI point of the complainant is nonoperational and other 3 consumers were without meter/ meter with no reading, the Forum is of the view that, the meters of the complainant cannot be considered as billing meter from the date of meter change i.e. 04-12-2022.
5. Therefore, it is decided by the Forum that, as the non-operational period is not confirmed by either party, the bills served to the complainant for the last two years should be withdrawn.

Directions of the forum



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

- All the connections are to be rectified by giving them separate supply from the transformer immediately.
- Proper metering arrangements with separate meters for each consumer are to be installed within **30-06-2026**.
- The bills served to the complainant from May'2024 onwards are to be withdrawn and further generation of bills are to be stopped as per Section 155 and 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 31-07-2026.

Accordingly, the case is disposed of.


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


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


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

No. GRF/BGH/

197(3)

Date: 10.06.26

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 93 of 2026.