

**Grievance Redressal Forum**  
**TPWODL, BARGARH**  
 First Floor, Raymond Building, Bandutikra Chowk,  
 Bargarh, Pin- 768028

Email: [grf.bargarh@tpwesternodisha.com](mailto:grf.bargarh@tpwesternodisha.com), Ph No.06646-230135  
 Bench: Sri B.K Singh (President) and Sri S. Tripathy, Member (Finance)



Ref: GRF/Bargarh/Div/BED/ (Final Order)/ 44(4)

Date: 22.02.2024

**Present:** Sri B. K Singh (President),  
 Sri S. Tripathy, Member (Finance).

1	Case No.	BGH/11/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Dambarudhar Meher At-Barhagoda Dist- Bargarh.		5123-2103-0261	7008182159
3	Respondent/s	SDO(Elect), Bargarh-II , TPWODL			Division B.E.D, TPWODL, Bargarh
4	Date of Application	08.01.24			
5	In the matter of-	1. Agreement/Termination	X	2. Billing Disputes	√
		3. Classification/Reclassification of Consumers	X	4. Contract Demand / Connected Load	X
		5. Disconnection / Reconnection of Supply	X	6. Installation of Equipment & apparatus of Consumer	X
		7. Interruptions	X	8. Metering	X
		9. New Connection	X	10. Quality of Supply & GSOP	X
		11. Security Deposit / Interest	X	12. Shifting of Service Connection & equipments	X
		13. Transfer of Consumer Ownership	X	14. Voltage Fluctuations	X
		15. Others (Specify) -X			
6	Section(s) of Electricity Act, 2003 involved				
7	OERC Regulation(s) with Clauses	1. OERC Distribution (Conditions of Supply) Code,2019 √			
		2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004			
		3. OERC Conduct of Business) Regulations,2004			
		4. Odisha Grid Code (OGC) Regulation,2006			
		5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004			
		6. Others			
8	Date(s) of Hearing	08.01.24			
9	Date of Order	22.02.2024			
10	Order in favour of	Complainant	Respondent	Others	√
11	Details of Compensation awarded, if any.	NIL			

*B.K*

**PRESIDENT**

**Grievance Redressal Forum**  
**TPWODL, Bargarh-768028**

**Place of Camp:** Office of Electrical Section Officer, Turunga, TPWODL.



**Appeared**

**For the Complainant-** Dambarudhar Meher  
Represented by Jhasketan Meher

**For the Respondent -** SDO (Elect), Bargarh-II, TPWODL.

**GRF Case No- BGH/11/2024**

(1) Dambarudhar Meher  
At-Barhagoda, Tora  
Dist- Bargarh.  
Consumer No.- 5123-2103-0261

**COMPLAINANT**

**VRS**

(1) ESDO (Elect), Bargarh-II, TPWODL

**OPPOSITE PARTY**

**GIST OF THE CASE**

The Complaint petition filed in the name of Sri Dambarudhar Meher, At/Po-Barhaguda, Bargarh, represented by Sri Jhasketan Meher, filed the petition objecting about wrong charging of monthly energy bills against his earlier single phase domestic connection that was disconnected during the year 2017 due to widening of road. The complainant averred that due to such wrong billing, it was learnt that Rs.88,109/- is pending against him to which he was not aware of but got to know such outstanding dues during a fresh application made for new power supply was made. In this context, the complainant submitted a copy of land sale deed executed on 18.07.1992, between Sri Gunanidhi Sahu and Sri Dambarudhar Meher, a copy of public notice flashed in local daily, by the District Land Acquisition Officer, District Office, Bargarh. Hence, the Complainant prayed before the Forum for a direction to the Opposite Party to revise the previous bills in order to resolve the billing dispute for an efficacious remedy.

**SUBMISSION OF OPPOSITE PARTY**

The Opposite Party submitted a physical verification report dated 06.02.2024 mentioning that a single phase line that was available in the premises previously and dismantled physically at the time of widening of Barhaguda canal chowk & further, stated that a 3-ph. Line is available in the premises bearing SCNO-51200111350. Hence, the Opposite Party urged before the Forum to issue order to revise the single domestic bills as deemed fit.

**OBSERVATION**

The case is perused with all documents available on record and merit of the case. The complainant is an existing consumer of electricity under the operational area of TPWODL bearing Consumer No-512321030261, having CD-1KW, initial date of supply being on 01.01.2001, billed under LT-Domestic Purpose category, under ESO, Barhaguda. On examining the case in detail, it was observed that complainant's application for new power supply is being held up due to previous outstanding arrear dues lying against the same premises to which new supply is applied for. The complainant objected about wrong charging of energy bills even after disconnection of the old domestic connection (bearing SCNO-512321030261) at site during the year 2017, carried out due to widening of road by NHAI. In order to resolve the instant case, the complainant was asked to submit the relevant documents to find out a clear picture about various aspects involving points relating to actual date of disconnection effected, any record of NOC issued against the said premises under dispute, bearing SCNO-512321030261, copy of notice to consumer regarding road widening, the copies of NHAI payment details to the beneficiary A/C,






copy of final notice of demolition of such house, copies of detailed sketch map of the land owned & the portion of land(full or part) transferred to NHAI for widening of road with due certification from concerned Revenue inspector and or from the concerned R&B deptt., Bargarh or from the District Office, Bargarh. The complainant failed to provide such details to ascertain the facts.

The Opposite Party was asked to submit the details of site verification report, the actual date of disconnection effected & copy of dismantling of materials returned with proof of records. In reply to the case, the Opposite Party could not furnish the exact date of disconnection but submitted that there has been a three phase line available in the premises billed under service connection No-5120-0111-1350. The Forum is of the opinion that since there was road widening carried out by NHAI, there might have other premises which might have been effected in the same process of widening. However, neither of the parties could furnish the details as mentioned.

Hence, in the absence of necessary documents from either of the parties, the Forum is constraint to adjudicate the matter & issue orders in this instant case. However, the complainant is at liberty to file a fresh petition with necessary documents to adjudicate the matter afresh.

Hence, the instant case is hereby dropped.

  
(S. Tripathy) 22/2/2024  
MEMBER  
Grievance Redressal Forum  
TPWODL, Bargarh-768028

  
(B.K. Singh) 22.2.24  
PRESIDENT  
Grievance Redressal Forum  
TPWODL, Bargarh-768028

- Copy to
1. Dambarudhar Meher, At-Barhagoda, Dist-Bargarh, Mob-7008182159.
  2. Sub-Divisional Officer (Elect.), Bargarh-II, TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer.
  3. Executive Engineer (Elect.), BED, TPWODL, Bargarh.
  4. The Chief Legal-cum-Nodal Officer, TPWODL, Burla for information.

"If the complainant is aggrieved either by this order or due to non-implementation of the order of the Grievance Redressal Forum in time, he/she is at liberty to make 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 this order of the Grievance Redressal Forums."

This Order can be accessed on OERC website, [www.orierc.org](http://www.orierc.org) under the "head "Cases->"GRF".