

**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/BWED/ (Final Order)/ 48<sup>(4)</sup>

Date: 29.02.2024

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

1	Case No.	BGH/26/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Dhabaleswar Sahu At-Kenabuda, Paikmal Dist- Bargarh.		5150-0116-0280	9178658256
3	Respondent/s	EE (Elect), BWED ,Bargarh , TPWODL			Division B.W.E.D, TPWODL, Bargarh
4	Date of Application	05.01.24			
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	05.01.2024			
9	Date of Order	29.02.2024			
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 Sub Divisional Officer, Paikmal, TPWODL.

**Appeared**

**For the Complainant-** Dhabaleswar Sahu

**For the Respondent -** EE (Elect), BWED, Bargarh, TPWODL.

Represented by SDO(Elect), Paikmal, TPWODL

**GRF Case No- BGH/26/2024**

(1) Dhabaleswar Sahu  
At-Kenabuda,  
Paikmal, Dist- Bargarh,  
Consumer No.- 5150-0116-0280

**COMPLAINANT**

**VRS**

(1) EE (Elect.), BWED, Bargarh, TPWODL

**OPPOSITE PARTY**

**GIST OF THE CASE**

The Complaint petition filed by Dhabaleswar Sahu, At-Kenabuda, Paikmal objected about energy bill charged during the time of disconnected period from dt. 24.12.2008 onwards. The Complainant prayed before the Forum to direct the Opposite Party to resolve the billing dispute accordingly.

**SUBMISSION OF OPPOSITE PARTY**

The Opposite Party submitted the ledger copies from Mar 2012 to Dec-2023, Physical verification Report and the written submission. In reply to the case, the Opposite party submitted that, the complainant is availing power supply from 20.01.2012 vide meter no. nill under Irrigation Pumping and Agriculture Category. As per the Physical verification report of the ESO, Paikmal & SDO, Paikmal, the power supply of the consumer was disconnected due to transformer burnt on dt. 24.08.2015. Thereafter, there has been no power supply till date. Hence the opposite party urged before the Forum to withdraw the energy bills charged during the time of disconnected period i.e from 24.08.2015 to till date.

**OBSERVATION**

The case is perused with all documents available in record and merit of the case. The complainant is an existing consumer of electricity under the operational area of TPWODL bearing Consumer No-5150-0116-0280, having CD-2.50KW, under LT- Irrigation Pumping And Agriculture Category, under ESO, Paikmal. The initial power supply was extended to the complainant on dt. 20.01.2012. The first energy bill was generated on Mar 2012. The complainant was availing power supply without meter from the date of supply and the energy bills were raised on Average basis from the date of supply to till date @ 640 units/@270 units/@800 units/@1025 units/@324 units/@335 units from time to time. As per the PVR dt. "Nill" of SDO, Paikmal, no meter is available at the complainant's premises.

As submitted by the SDO (Elect), Padampur, the transformer attached to the complainant's premise was burnt on dt. 24.03.2015. Thereafter, the power supply of the consumer was disconnected. But the complainant is being billed on average basis till date. On the other hand, the EE(Elect), BWED, Bargarh, certified that Power supply was disconnected due to burnt of transformer on dt. 24.08.2015 & there has been no power supply till date from the transformer burnt date.





On scrutinizing the records, it was found that the complainant had made an application earlier on 24.09.2009, mentioning the burnt of transformer attached to the borewell point having another service connection in the name of the same complainant (Sri Dhabaleswar Sahu) at the same billing address, bearing consumer No. 5150-0103-4867, disputing about wrong bills generated during the Line Disconnected period from 24.12.2008 till the date of application i.e on 24.09.2009. It was also observed that the payment made of Rs. 15,000/- on dt. 12.02.2011 was duly adjusted against Consumer No. 5150-0103-4867 (another service connection in the name of the complainant). The billing history indicated that initial power supply against SC No. 5150-0103-4867 was effected on 10.04.2000 with CD 5HP under LT Irrigation Pumping & Agriculture Category. The same line has been permanently disconnected from July 2015 onwards. The balance outstanding arrear as on March-2021 was of Rs. 44,666.66/- & the outstanding dues as on June 2015 was Rs. 45,581.21/-.

The Forum observed that since there was two separate connection details available in the name of the complainant, the complainant's petition raising dispute arising out of wrong bills generated against SC No. 5150-0116-0280, even after transformer burnt date on 24.12.2008, couldn't be figured out by the complainant in particular, with reference to earlier petition filed on 24.09.2009 against SC No. 5150-0103-4867.

The transformer breakdown report & replacement of the same and/or, the transformer release order initiated subsequently, if any, couldn't be produced before the Forum by the Opposite Party to ascertain the transformer burnt or replacement date.

It is surprised to note that monthly billing has not been stopped for such a long period of time & billing was allowed to continue till date even after the grievance Petition filed by the complainant. The Forum condemns such inaction on the part of the Opposite Party and warns to be vigilant & agile in dealing with consumer grievances & dispute resolution proactively in future.

However, upon acceptance of the Opposite Party and due certification made by the EE(Elect),BWED,Bargarh, regarding non availing of Power Supply by the complainant from the transformer burnt date i.e on 24.08.2015 till date, the energy bills so raised during the line disconnected period are to be revised and withdrawn as proposed by the Opposite Party to settle the billing dispute accordingly.

Hence, it is construed by the Forum that, the Electricity charges claimed during the no power supply period i.e from 24.08.2015 to the last billing month due to burnt of transformer is to be revised and withdrawn.

### **ORDER**

*Considering the documents and statements submitted by both the parties and agreed upon at the time of hearing, the Forum hereby passes orders in consonance with regulations of the OERC Distribution (Conditions of Supply) Code 2019.*

- 1. The Opposite Party is directed to revise & withdraw the Energy charges bill raised during the no power supply period i.e from 24.08.2015 till last billing, observing the terms and conditions of the initial power supply agreement & as per provisions laid by the OERC Distribution*




(Conditions of Supply) Code 2019, duly adjusting the bill revision made earlier and/or, the benefit arising out of the OTS Scheme, if any.

2. The Opposite Party is directed to stop the monthly energy billing without further delay (as there has been no power supply since 24.08.2015, as per certification made by the EE(Elect), BWED, Bargarh).
3. The Opposite Party is directed to serve the revised energy charges bill with revised due date within 30 days from the receipt of this Order, duly considering the applicable tariff during the period, taking in to account the adjustments, if any, and adjusting the payments made by the complainant.
4. The Complainant is directed to pay the revised billed amount so arrived, if any, within due date after receipt of the revised energy charges bill, to which the complainant is liable to pay.

**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.

  
(S. Tripathy) 29/12/24  
Member (Finance)  
**MEMBER**  
**Grievance Redressal Forum**  
**TPWODL, Bargarh-768028**

  
(B.K. Singh) 29/12/24  
(President)  
**PRESIDENT**  
**Grievance Redressal Forum**  
**TPWODL, Bargarh-768028**

Copy to: -

1. Dhabaleswar Sahu, At-Kenabuda, Paikmal, Dist-Bargarh, Mob: 9178658256.
2. Sub-Divisional Officer (Elect.), Paikmal, TPWODL, Paikmal with the direction to serve one copy of the order to the Complainant/Consumer.
3. Executive Engineer (Elect.), BWED, 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".