

# 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)

1	Case No.	<b>BGH/02/2025</b>				
2	Complainant	Name & Address:		Consumer No:		
		President, Kaleswar Pani Panchayat		5150-0116-5538		
		C/o-Khireswar Pradhan		Contact No.:		
		At/PO-Kumbhari,Barpali		7606835551		
3	Respondent	Name		Division		
		EE (Elect), BWED,TPWODL, Bargarh		BWED, TPWODL, Bargarh.		
4	Date of Application		16.01.2025			
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			157	
8	Date(s) of Hearing		16.01.2025			
9	Date of Order		10.02.2025			
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 Kaleswar Pani Panchayat,Kumbhari, Represented by Kshireswar Padhan		SDO(Elect.), TPWODL, Barpali			

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**PRESIDENT**

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

## **ORDER**



### **Brief Facts of the Case**

During the spot hearing at ESO-III, Barpali of Barpali Electrical Sub-division under Bargarh West Electrical Division camp on 16-01-2025, the complainant appeared before the Forum whereas SDO- Barpali 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. 515001165538 with connected load of 2.50 KW. That the Complainant has raised objection regarding the high consumption bills served to him. 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, high consumption bills have been served to him for the month of Mar'2024 due to which high billings have been done 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 billing abstract from Jun'2018 to Dec'2024 and a PVR dated 21-01-2025 mentioning that there is "No Display" in meter no. 10030377.
- ii. The respondent also agreed upon abnormal bill for the month of Mar'2024 and agreed for 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 and provisions of law have concluded as follows:

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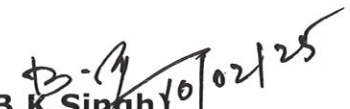


1. That the complainant has been billed up to Dec'2020 with meter Sl. No. WSC46521. On 26-10-2020, a new meter bearing Sl. No. 2971640 and was billed up to Feb'2021 with a meter reading of "5338".
2. Again on 07-04-2023 a new meter was changed bearing Sl. No. 10030377 but updated in the billing in Mar'24 with a final meter reading of old meter bearing Sl. No. 2971640 and was billed up to Jun'2024 with a meter reading of "46268".
3. The bill for the month of Mar'24 has been billed as per old meter final consumption i.e. (46268-5338) 40930 units plus new meter consumption i.e. (From Apr'23 to Mar'24) 17758 leading to a final consumption of 58688 units.

### **Directions of the forum**

In view of the above findings and discussions, the Forum is of the view that, as the respondent has served the bills as per actual meter readings of both the old meter and new meter, the **case is dropped** herewith.

  
(P. Dashhaya)  
MEMBER  
Member (Finance)  
Grievance Redressal Forum  
TPWODL, Bargarh-768028  
No. GRF/BGH/ 152

  
(B.K. Singh)  
PRESIDENT  
Grievance Redressal Forum  
TPWODL, Bargarh-768028  
Date: 10.02.2025

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](http://www.tpwesternodisha.com)- Customer Zone- Grievance Redressal Forum- BGH- GRF case No. BGH 02 of 2025.