

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.	BGH/05/2025				
2	Complainant	Name & Address:		Consumer No:		
		Principal, Odisha Adarsha Vidyalaya, At/Po-Bhatli, Dist-Bargarh		5120-0112-0071		
				Contact No.: 7894574766		
3	Respondent	Name		Division		
		Executive Engineer (Elect.), BED, Bargarh, TPWODL.		BED, TPWODL, Bargarh.		
4	Date of Application		22.01.2025			
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				
8	Date(s) of Hearing		22.01.2025			
9	Date of Order		24.02.2025			
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:			
	Principal, Odisha Adarsha Vidyalaya, Bhatli		SDO(Elect.), TPWODL, Bhatli			

Continued to Page No. 2.

B.K.
PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028



ORDER

Brief Facts of the Case

During the spot hearing at office of Sub Divisional Officer (Elect), Bhatli under Bargarh Electrical Division camp on dt. 22-01-2025, the complainant appeared before the Forum whereas SDO- Bhatli appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT- Specified Public Purpose Category consumer having consumer No. 5120-0113-0071 with connected load of 36 KW. That the Complainant has raised objection regarding extension of construction supply to a building, bearing SC No. 5124-2103-0910 from the outgoing of the School Meter. The complainant requested for withdrawal of the temporary supply consumption from his energy bill.

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, one temporary supply bearing SC No.5124-2103-0910 has been extended by the Opposite Party for construction of a building from the outgoing of the School meter .
2. The complainant requested the Forum to direct the Opposite Party to withdraw the temporary supply consumption from his energy bill.

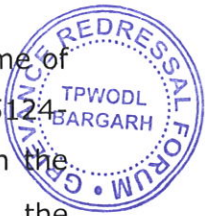
2. Reply Submission of the Respondent:

- i. The respondent submitted the written submission to the case along with the Physical Verification Report dt. 25.10.2024 of the temporary supply connection in the name of Basant Agrawal, bearing SC No. 5124-2103-0910 & Physical Verification Report dt. 25.10.2024 of the complainant consumer bearing SC No. 5120-0112-0071. As per the remark of ESO, Bhatli, the temporary supply was extended from the outgoing of the 3-Ph meter of the complainant consumer bearing SC No. 5120-0112-0071 in series connection. After inspection, the power supply of the temporary meter was disconnected on dt. 26.10.24


PRESIDENT

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

- ii. The respondent also agreed that, due to wrong connection at the time of releasing power supply to the temporary connection bearing SC No. 5124-2103-0910, resulted in such erroneous recording of consumption in the meter of the complainant consumer. Due to wrong metering, the consumption recorded by the meter meant for the temporary connection has also been recorded by the meter meant for Odisha Adarsha Vidyalaya. After verification the same issue was resolved with proper metering connection. The current meter reading of the meter bearing SI No. TWST1711846 of the temporary connection was "002025" KWH units on dt. 25.10.2024. 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:

- The temporary supply connection bearing SC No. 5124-0113-0910, in the name of Basant Agrawal, is existing inside the campus of the complainant. The power supply to the temporary connection was extended from the outgoing of the meter of the complainant consumer, which resulted in billing of the consumption of the temporary supply in its own meter bearing SI no. TWST1711846 along with in the meter of the complainant consumer bearing SC No. 5120-0112-0071.
- Hence the Forum construed that, the advanced meter reading of "002025" KWH units recorded in the meter of the temporary connection is to be deducted from the billing of the complainant consumer.
- Further the metering arrangements should be rectified immediately if not done earlier.

Directions of the forum

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

- The Opposite Party is directed to withdraw the billing amount on the consumption unit of "002025" of the temporary connection bearing SC No. 5124-2103-0910 from the energy bill of Odisha Adarsha Vidyalaya, Bhatli, bearing SC No. 5120-0112-0071.
- 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.




PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028



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.


(P. Dasbharja)
Member
Grievance Redressal Forum
TPWODL, Bargarh-768028


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

No. GRF/BGH/ 22⁽²⁾

Date: 24.02.2025

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- Customer Zone- Grievance Redressal Forum- BGH- GRF case No. BGH 05 of 2025.