

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

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President

Sri Pulakesh Dasbhaya

...

Member (Finance)

1	Case No.	BGH/10/2025			
2	Complainant	Name & Address:		Consumer No:	
		Fatechand Banka		5150-0111-0290	
		At-Kararmal, Arjunda		Contact No.:	
		PO-Pandkipali, Dist-Bargarh		9937464852	
3	Respondent	Name		Division	
Executive Engineer (Elect.), BWED, Bargarh, TPWODL.		BWED, TPWODL, Bargarh.			
4	Date of Application		29.01.2025		
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			157
	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		29.01.2025		
9	Date of Order		04.03.2025		
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:		
	Fatechand Banka, Represented by Rajani Kant Bhoi		SDO(Elect.), TPWODL, Sohela		

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PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028



ORDER

Brief Facts of the Case

During the spot hearing at office of Sub Divisional Officer (Elect), Sohela under Bargarh West Electrical Division camp on dt. 29-01-2025, the complainant appeared before the Forum whereas SDO- Sohela appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT- General Purpose >70 KVA <110 KVA Category consumer having consumer No. 5150-0111-0290 with connected load of 65 KW. That the Complainant has raised objection regarding extension of another supply to a shop, bearing SC No. 5153-0113-2291 from the outgoing of his Meter. The complainant requested for withdrawal of another supply's 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, another supply bearing SC No. 5153-0113-2291 has been extended by the respondent for a shop from the outgoing of his metered connection.
2. The complainant requested the Forum to direct the Opposite Party to withdraw another supply's 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. 21.02.2025 of the main connection bearing consumer no. 5150-0111-0290 and another supply connection bearing SC No. 5153-0113-2291 & Physical Verification Report dt. 21.02.2025. As per the remark of SDO, Sohela, the supply of SC No. 5153-0113-2291 was extended from the outgoing of the 3-Ph meter of the complainant consumer bearing SC No. 5150-0111-0290 in series connection. After inspection, the power supply of SC No. 5153-0113-2291 meter was rectified on dt. 12.01.2025.
- ii. The respondent also agreed that, due to wrong connection at the time of releasing power supply to the connection bearing SC No. 5153-0113-2291,



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 SC No. 5153-0113-2291 has also been recorded by the meter meant for SC No. 5150-0111-0290. After verification the same issue was resolved with proper metering connection on 12-01-2025. 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 connection bearing SC No. 5153-0113-2291, is existing beside the campus of the complainant. The power supply to SC No. 5153-0113-2291 was extended from the outgoing of the meter of the complainant consumer, which resulted in billing of the consumption of another supply in its own meter bearing SI no. TWSL11001124.
- Hence the Forum construed that, the advanced meter readings of SC No. 5153-0113-2291 recorded in the meter upto 12-01-2025 are to be deducted from the billing of the complainant consumer.

Directions of the forum

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

- The Respondent is directed to withdraw the units advanced in the meter of SC No. 5153-0113-2291 from the energy bill of SC No. 5150-0111-0290.
- 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 one month from the date of issue of this order.


PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028




Accordingly, the case is disposed of.


(P. Dashbhaya)
MEMBER
Member (Finance)
Grievance Redressal Forum
TPWODL, Bargarh-768028

No. GRF/BGH/

32(2)


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

Date: 04.03.2025

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 10 of 2025.