

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)
Sri D.R Sahu	...	Co-Opted Member

1	Case No.	BGH/102/2025				
2	Complainant	Name & Address:		Consumer No:		
		Jadumani Bhoi		5121-2201-0193		
		At-Ruhunia, Dist-Bargarh		Contact No.:		
3	Respondent	Name		Division		
		Executive Engineer (Elect.), BED, Bargarh TPWODL.		BED, TPWODL, Bargarh.		
4	Date of Application		31.07.2025			
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		05.08.2025			
9	Date of Order		19.09.2025			
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:			
	Jadumani Bhoi		Executive Engineer (Elect.), BED, Bargarh, TPWODL			

ORDER



Brief Facts of the Case

The present case has been registered in this forum vide Case No. 102 of 2025. Brief facts pertaining to the case are that the Complainant is a LT- Domestic consumer having consumer No. 5121-2201-0193 with contract demand of 3.00 KW under the area of ESO II Bargarh.

That the Complainant has raised objection regarding meter issue / high consumption billing after installation of rooftop solar system.

Gist of Arguments made by the Parties

Both parties were present in the hearing on dated 05-08-2025. The contentions made by the parties are as follows:

1. Submission of the Complainant:

1. The complainant submits that, high consumption billing has been done after installation of rooftop solar system.
2. He further submits that; he had made verbal complain to the respondent about the erroneous bill.
3. He also requested the Forum for revision of his energy bills.

2. Reply Submission of the Respondent:

- i. The respondent submitted a written submission to the case dated 02-07-2025.
- ii. That, the consumer complaint regarding high billings in Mar'2025 and Apr'2025, the complainant has already paid for meter testing which report is yet to be submitted.
- iii. That, as per MMG team, accuracy of the present meter Sl. No. TWST1785012 found within limit and there is problem in wiring system.
- iv. The respondent also requests the Forum to hear the case as per merit.

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, FG and Samadhan database (Licensee's soft records) and provisions of law have concluded as follows:

1. That, there are three domestic connections at the premises of the complainant and rooftop solar system has been installed in consumer no. 5121-2201-0193 in Apr'2025.
2. That, the complainant was being billed on actual meter readings with an average of 312 units (From Apr'2024 to Mar'2025) per month. After installation of solar

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meter, he is being billed with an average of 972 units (From Apr'2025 to Aug'2025) per month.

3. That, after receiving complaint regarding accuracy of the meter, MMG team verified the meter with remarks that

- During testing of the meter accuracy of the meter found within limit.
- Advised the consumer to check internal wiring.

It is also mentioned by the MMG during the hearing that the other two consumers getting supply from solar meter. If supply of other two consumers disconnected the supply is not disconnecting and when phase disconnected, the supply to the other two service connection disconnected. It means neutral of all supply is inter connected. Therefore, the meter is recording abnormal consumption.

4. The Forum is of the view that as the problem lies with the internal wiring of the complainant, it is to be rectified by him only. But it is noted from the email dated 21-08-2025 from the respondent that during the visit on dated 12-08-2025 and 16-08-2025 the complainant has not rectified his internal wiring.
5. Again, it has been informed by the Forum to the complainant over phone on dated 06-09-2025 to rectify the wiring within two three days and inform to the Forum but till date there is no response from the complainant.

Directions of the forum

After observing the facts and records, the Forum Construed that, as the complainant has neither rectified his internal wiring nor showed any interest to solve the problem, the Forum is constraint to pass any order in respect of the grievance petition of the complainant.

Hence the instant case is hereby dropped.


(D.R. Sahu)
Co-opted Member
Member (Finance)
TPWODL, Bargarh-768028


(P. Dashbaya)
MEMBER
Member (Finance)
TPWODL, Bargarh-768028


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

No. GRF/BGH/ 141⁽³⁾

Date: 19.09.2025

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 102 of 2025.