

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/110/2025				
2	Complainant	Name & Address:		Consumer No:		
		Prasanta Kumar Rout		5123-2202-0363		
		At-Adarsha Para,Tora		Contact No.:		
		Dist-Bargarh		9861510140		
3	Respondent	Name		Division		
		SDO(Elect.), TPWODL, Bargarh-II		BED, TPWODL, Bargarh.		
4	Date of Application		08.08.2025			
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				155 & 157
8	Date(s) of Hearing		08.08.2025			
9	Date of Order		22.09.2025			
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:			
	Prasanta Kumar Rout		SDO(Elect.), TPWODL, Bargarh-II			

B.K.

PRESIDENT

Grievance Redressal Forum
TPWODL, Bargarh-768028

ORDER



Brief Facts of the Case

During the spot hearing at Tora section of SDO II Bargarh under Bargarh Electrical Division camp on 08-08-2025, the complainant appeared before the Forum whereas SDO- II Bargarh appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT- Domestic consumer having consumer No. 5123-2202-0363 with connected load of 0.50 KW. That the Complainant has raised objection regarding meter reading already available in the meter before installing in his premises due to which high consumption billing has been done in Oct'2022 and illegal charging of meter rent from Jan'2022 to Jul'2024. 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:

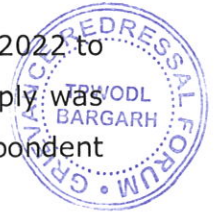
1. The complainant submits that, meter reading already available in the meter before installing in his premises due to which high consumption billing has been done in Oct'2022 and illegal charging of meter rent from Jan'2022 to Jul'2024 because he has been given power supply under Gov. scheme.
2. He 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 Jan'2022 to Jul'2025 with a written submission of SDO II Bargarh dated 26-08-2025, mentioning that as per PVR of ESO Tora, the tentative meter installation date is 01-05-2021 and the bills from May'2021 to Oct'2022 have already been revised and a credit sundry amount of Rs.2496.80 has been effected in Jan'2023.


PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028

- ii. The respondent also agreed upon charging of Meter rent from Jan'2022 to Jul'2024 for a period of 31 months only but submits that the supply was not released against any Govt. project. 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, FG and Samadhan database (Licensee's soft records) and provisions of law have concluded as follows:

1. That the complainant has been given power supply 02-01-2022 as per billing data and provisional bills have been served from Jan'2022 to Sep'2022. In the month of Oct'2022, bill @3603 units have been served for 10 months with a meter reading of "3603" of meter no. 2431065 which is disputed by the complainant.
2. Further as per complainant meter reading was already there while installing the meter in his premises for which he could not produce any substantial proof.
3. It is also noted that, as per field verification by ESO Tora, the supply was tentatively given on 01-05-2021 with installation of the meter bearing Sl. No. 2431065. Based on that, the respondent has already revised the bills from May'2021 to Oct'2022 and withdrawn an amount of Rs.2496.81.
4. Regarding release of supply under Govt. scheme, it is noted by the Forum that, the old A/c No. of the complainant as mentioned in his bill is S-DOM-TORA-41 where "S" stands for Soubhagya Scheme of Govt. of Odisha and it is also noted that no security deposit has been taken from the consumer while giving power supply. Therefore, it is confirmed that the supply has been released under Soubhagya Scheme. Therefore, the submission of the respondent that the supply has not been released against any Govt. project is not acceptable.
5. It is to mention here that if the meter has been procured from Govt. Fund no meter rent should be charged. But the respondent has charged meter rent from Jan'2022 to Jul'2024 though no meter rent has been charged from Aug'2024.
6. Therefore, it is decided by the Forum that, the meter rent from Jan'2022 to Jul'2024 should be withdrawn.

Directions of the forum

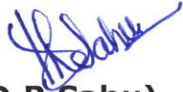


In view of the above findings and discussions, the Forum is of the view that,

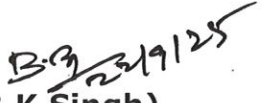
- The meter rent from Jan'2022 to Jul'2024 should be withdrawn as per Regulation 157 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.
- Any adjustments done during the revision period are also to be taken in to consideration.
- DPS charged on the wrong bills 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.

Accordingly, the case is disposed of.


(D.R.Sahu)
Co-Opted Member
Grievance Redressal Forum
TPWODL, Bargarh-768028


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


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

No. GRF/BGH/ 150 @

Date: 22.09.2025

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 110 of 2025.