

# 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/12/2025</b>				
2	Complainant	Name & Address:		Consumer No:		
		Bhubaneswar Patel		5150-0103-7737		
		At-Jitepali, Ghenss		Contact No.:		
		Dist-Bargarh		9861746963		
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				
	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		29.01.2025			
9	Date of Order		13.03.2025			
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:			
	Bhubaneswar Patel		SDO(Elect.), TPWODL, Sohela			

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

## **ORDER**



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

During the spot hearing at Ghess section of Sohela Electrical Sub-division under Bargarh West Electrical Division on 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-IRRIGATION PUMPING AND AGRICULTURE consumer having consumer No. 515001037737 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 wrong multiplying factor (M.F.) 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.

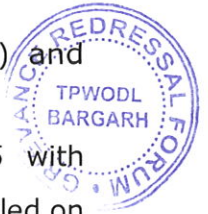
#### **2. Reply Submission of the Respondent:**

- i. The respondent submitted the billing abstract from Dec'2015 to Dec'2024 and a PVR dated 30-01-2025 mentioning that the multiplying factor (M.F.) of three phase meter bearing Sl. No. WSC44316 installed in the premises of the consumer on date of power supply is "1".
- ii. The respondent also agreed upon wrong billing due to wrong M.F. 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, 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 on 12-12-2015 with installation of a new meter bearing Sl. No. WSC44316 with M.F. "3" and billed on actual meter readings up to Feb'2024.
2. As per PVR dated 30-01-2025, submitted by the respondent, "The three phase meter installed is a whole current meter and M.F. is "1" from date of power supply.
3. Therefore, it is decided by the Forum that, billing done as per metered consumption of meter no. WSC44316 is to be revised with M.F. "1" instead of M.F. "3".


### **Directions of the forum**


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

- The billing done as per recorded consumption of meter no. WSC44316 is to be revised with M.F. "1" instead of M.F. "3" from date of power supply as per section 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.

  
(P. Dasbhabha)  
MEMBER  
Member (Finance)  
Grievance Redressal Forum  
TPWODL Bargarh-768028  
No. GRF/BGH/ 392

  
(B.K. Singh)  
PRESIDENT  
Grievance Redressal Forum  
TPWODL Bargarh-768028  
Date: 13.03.2025

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](http://www.tpwesternodisha.com)- Customer Zone- Grievance Redressal Forum- BGH- GRF case No. BGH 12 of 2025.