

# 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.                                                                 | <b>BGH/127/2025</b>                                                      |                                              |                                                      |            |           |
| 2                                                  | Complainant                                                              | Name & Address:                                                          |                                              | Consumer No:                                         |            |           |
|                                                    |                                                                          | Chairman Maa Samaleswari Pani Panchayat                                  |                                              | 5150-0116-0192                                       |            |           |
|                                                    |                                                                          | At/.Po-Jamutpali,Gaisilat                                                |                                              | Contact No.:                                         |            |           |
|                                                    |                                                                          | Dist-Bargarh                                                             |                                              | 7077738700                                           |            |           |
| 3                                                  | Respondent                                                               | Name                                                                     |                                              | Division                                             |            |           |
| Executive Engineer (Elect.), BWED, Bargarh, TPWODL |                                                                          | BWED, TPWODL, Bargarh.                                                   |                                              |                                                      |            |           |
| 4                                                  | Date of Application                                                      |                                                                          | 19.08.2025                                   |                                                      |            |           |
| 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                                                       |                                                                          | 19.08.2025                                   |                                                      |            |           |
| 9                                                  | Date of Order                                                            |                                                                          | 23.09.2025                                   |                                                      |            |           |
| 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:                 |                                                      |            |           |
|                                                    | Chairman Maa Samaleswari Pani Panchayat Represented by<br>Abhimanyu Sahu |                                                                          | SDO(Elect.), TPWODL, Padampur                |                                                      |            |           |

## **ORDER**



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

During the spot hearing at Melchhamunda Electrical Section of Padampur Sub-division under Bargarh West Electrical Division on 19-08-2025, the complainant appeared before the Forum whereas SDO- Padampur 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. 5150-0116-0192 with connected load of 12.50 HP. That the Complainant has raised objection regarding high average billing from Sep'2018 to Oct'2022. 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 average billing has been done from Sep'2018 to Oct'2022 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 PVR dated 03-09-2025 received on 22-09-2025 mentioning that "During verification, it is found that consumer using bypass connection".
- ii. 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:

- That as noted from PVR submitted by Officer, RCM, Melchhamunda that the complainant is using bypass connection and it attracts section 135 of Electricity Act 2003.
- It is worth to mention here that as per regulation 7 (b) of OERC (Grievance Redressal Forum and Ombudsman) Regulations, 2004, **"The Forum may reject the grievance at any stage under the following circumstances: (b) In cases which fall under Sections 126, 127, 135 to 139, 152 and 161 of the Act"**.

### **Directions of the forum**

After observing the facts and records, the Forum Construed that, as the instant case is falling under section 135 of The Electricity Act 2003, the Forum is constraint to pass any order in respect of the grievance petition of the complainant.

**Hence the instant case is hereby dropped.**

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| <br><b>(D.R. Sahu)</b><br><b>Co-Opted Member</b><br>Grievance Redressal Forum<br>TPWODL, Bargarh-768028 | <br><b>(P. Dashbaya)</b><br><b>Member (Finance)</b><br>Grievance Redressal Forum<br>TPWODL, Bargarh-768028 | <br><b>(B.K. Singh)</b><br><b>President</b><br>Grievance Redressal Forum<br>TPWODL, Bargarh-768028 |
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No. GRF/BGH/ 159<sup>(3)</sup>

Date: 23.09.2025

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](http://www.tpwesternodisha.com)- Customer Zone- Grievance Redressal Forum- BGH- GRF case No. BGH 127 of 2025.