

CONSUMER GRIEVANCE REDRESSAL FORUM

ELECTRICAL CIRCLE, BARGARH

First Floor, Raymond Building, Bandutikra Chowk, Bargarh-768028

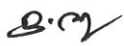
Phone: (06646) 230135, E-mail: grf.bargarh@tpwesternodisha.com



Present:

Sri B.K.Singh	...	President
Sri Pulakesh Dasbhaya	...	Member (Finance)
Sri D.R Sahu	...	Co-Opted Member

1	Case No.	BGH/152/2025			
2	Complainant	Name & Address:		Consumer No:	
		Bhagaban Rana		5120-0106-8010	
		At-Urduna,Bhatli		Contact No.:	
		Dist-Bargarh		9937038809	
3	Respondent	Name		Division	
Executive Engineer (Elect.), TPWODL, BED,Bargarh		BED, TPWODL, Bargarh.			
4	Date of Application		11.09.2025		
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		11.09.2025		
9	Date of Order		23.10.2025		
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:		
	Bhagaban Rana Represented by Moushyaram Rana		SDO(Elect.), TPWODL, Bhatli		


PRESIDENT
 Grievance Redressal Forum
 TPWODL, Bargarh-768028

ORDER



Brief Facts of the Case

During the spot hearing camp at Bhatli Electrical Sub-division under Bargarh Electrical Division on 11-09-2025, the complainant appeared before the Forum whereas SDO- Bhatli 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. 5120-0106-8010 with connected load of 2.50 KW. That the Complainant has raised objection regarding the abnormal fixed charges and meter rent charged to him for the month of Jul'2025. 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, abnormal fixed charges and meter rent has been charged to him for the month of Jul'2025 resulted to accumulation of arrear.
2. He further submits that; he had made verbal complaint 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 15-10-2025 mentioning the meter reading as "560" KWH of meter no. TWSC59033196 with a written submission of Superintending Engineer, TPWODL, BED, Bargarh received on 22-10-2025.
- ii. The respondent submitted that, the consumer namely Mr. Bhagaban Rana, Vill. - Urduna, Bhatli of Bargarh District is a consumer bearing No. 512001068010 under LT-/ Irrigation Pumping & Agriculture Category and has been regularized with date of power supply 11.06.25 and CD of 2.5 KW.

B. G.
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- iii. That, the consumer has complained regarding abnormal levy of Fixed Charge and Meter Rent for the billing month of July'2025.
- iv. That, after due analysis of billing data it is found that, the LI Point has been regularized and brought in to billing fold with due observation of official formalities as per internal guidelines of TPWODL under KHOJ Scheme.
- v. That, the consumer was found using unauthorized supply for his Lift Irrigation point and was penalized for that. Mr. Bhagaban Rana has also paid the penalty levied to the extent of Rs.7158.00.
- vi. That, on verification of the billing data it is observed that due to wrong punching of previous meter reading date i.e. 01.09.1999 instead of date of charging of meter i.e. 11.06.2025, the bill for the month of July'25 has been raised for 311 months with MTR Rent of 9000/- and FC to the extent of Rs.12480.00.
- vii. That, after detection of the error in billing due to wrong punching of date the same has been revised and is under process. As worked out Rs.21,313/- will be withdrawn from the consumer's ledger.
- viii. That, the billing details, PVR and other relevant documents are attached herewith for favour of kind reference of the Ld. GRF.

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 the complainant has been billed for 311 months with MTR Rent of 9000/- and FC to the extent of Rs.12480.00 after regularization on 11.06.2025 with installation of a new meter bearing Sl. No. TWSC59033196.
- Again, it is noted that, the respondent has already revised the bills and an amount of Rs.21,313/- will be withdrawn from the consumer's ledger which is under progress.


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Directions of the forum



After observing the facts and records, the Forum Construed that, as the bill has already been revised by the respondent, 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.B. Sahu)
Co-Opted Member
Grievance Redressal Forum
TPWODL, Bargarh-768028
No. GRF/BGH/ 170⁽³⁾


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


(B.K. Singh)
President
Grievance Redressal Forum
TPWODL, Bargarh-768028
Date: 23.10.2025

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 152 of 2025.