

# 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/158/2025</b>					
2	Complainant	Name & Address:		Consumer No:			
		M/s. Lorind Foods,		5120-0104-0182			
		Piplani Sweets, Telentikra, Sarsara		Contact No.:			
		Dist-Bargarh		9238377741			
3	Respondent	Name		Division			
Executive Engineer (Elect.), BED, Bargarh TPWODL.		BED, TPWODL, Bargarh.					
4	Date of Application		24.09.2025				
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		26.09.2025, 23.10.2025, 13.11.2025				
9	Date of Order		17.11.2025				
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:				
	M/s. Lorind Foods, Represented by Rohit Piplani		Asst. Manager (F&C), BED, Bargarh, TPWODL				

B.K.

PRESIDENT

Grievance Redressal Forum  
TPWODL, Bargarh-768028

## **ORDER**



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

The present case has been registered in this forum vide Case No. 158 of 2025. Brief facts pertaining to the case are that the Complainant is a HT-INDUSTRIAL(M) SUPPLY consumer having consumer No. 5120-0104-0182 with contract demand of 98.00 KW under the area of Bargarh Electrical Division. That the Complainant has raised objection regarding the bill revision and a debit amount of Rs.608153.18 in Jul'2025 and raised objection regarding accuracy of the meter.

### **Gist of Arguments made by the Parties**

Both the parties were present in the hearing on dated 26-09-2025, 23-10-2025 and 13-11-2025. The contentions made by the parties are as follows:

#### **1. Submission of the Complainant:**

1. That, in the month of Jul'2025 we have been served a bill of Rs.190820.89 with a bill revision debit amount of Rs.608153.18 which is highly unacceptable and does not match our average usage pattern.
2. That, we strongly believe that this faulty bill may have resulted from a technical error, an error in billing calculation.
3. That, we had installed a solar system in the month of Jun'2024 and henceforth enjoying its generation proportionately.
4. That, a technician from MRT department visited our premises on 18-03-2025 to check the meter and system. However, despite the visit and presumed corrections or observations made at that time, the billed consumption for March has shown an abnormal and unexplained spike compared to the previous month and the solar consumption also dropped and billable demand also increased.
5. That, we are being charged for meter rent which we have purchased and the proof of purchase was established earlier also prior to 2020 and the rent was deducted.
6. The complainant requested the Forum to:
  - Re-check and verify the meter reading.
  - Inspect the meter for any technical faults.
  - Provide a corrected bill as per actual usage.

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



- Allow us to defer payment until the issue is resolved.



## 2. Reply Submission of the Respondent:

- i. The respondent submitted a written submission to the case dated 06-11-2025 vide letter no.1203 dated 06-11-2025 of Superintending Engineer (Elect.), TPWODL, BED, Bargarh.
- ii. That, the consumer namely M/s. Lorind Foods, C/O-GOUTAM PIPLANI, TELENTIKRA, SARSARA, Dist. BARGARH is a consumer bearing No. 512001050879 under HT- / INDUSTRIAL(M) SUPPLY and has been availing power supply for 98 KW.
- iii. That, the consumer has raised dispute regarding the additional bill claimed and adjusted in the energy bill for the month of July'25.
- iv. That, the MMG Team, TPWODL has advised the undersigned regarding the additional bill to be claimed due to B Phase CT Reversal for the period June'24 to Mar'25 vide L. No. 46 / Dtd.01.05.25 (Copy enclosed).
- v. That, on the strength of the report, the undersigned has already adjusted Rs.608153.18 towards additional billing of 96257.23 Units. During hearing the consumer raised the issue of improper accounting of solar generation and export in billing.
- vi. That, after analyzing the details it is found that the consumer has installed a solar PV plant of 98 KW with due observation of all official formalities and accordingly the billing has been raised w.e.f. June'24 after installing and charging of Net Meter bearing SI. No. ORH00531 on 31.05.24. However, the LT Meter bearing SI. No. TWSD18000727 has been converted to bidirectional on Dt.23.10.24.
- vii. That, the issue of improper recording of consumption due to B Phase CT Reversal of NET HTTV Meter was detected by the MMG team on 17.03.25, which was rectified on Dt.18.03.25. To resolve the issue of bill dispute due to such erroneous consumption recorded by the HTTV Meter, the consumption recorded by the LT Meter bearing SL. No. TWSD18000727 has been taken in to consideration.
- viii. That, in absence of any other option to work out the actual consumption, the meter reading recorded by the LT Meter from 01.11.24 to 18.03.25 has been taken in to account for working out the additional bill to be claimed for the period 01.11.24 to 18.03.25 i.e. the date of rectification.
- ix. That, as far as the additional units to be claimed pertaining to the period 06/24 to 01.11.24 is concerned, the proportionate consumption has been

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- taken as base. The comparison of consumption recorded by both the LT and HT Meters have been taken in to account to work out the error %.
- x. That, the MMG team has submitted the reading of Generation Meter as well for analyzing the generation part and the comparison of consumption recorded by both the LT and HT meters for the total period i.e. from 06/24 to 01.10.25 against KWH and KVAH parameter in support of the accuracy of the meter after rectification.
- xi. That, the comparison statement is self-explanatory to establish that there was an issue with the HT meter up to 03/25, which has been rectified and bills are being raised as per consumption recorded by the HT Meter, which should not be disputed.
- xii. That, at the same time, it is to bring to the kind notice of the Ld. GRF that vide L. No. 124 / Dtd.31.10.25 the MMG team has served another letter regarding revised calculation of the additional bill and the undersigned has already claimed Rs.2,74,235.25 towards additional units vide L. No. 1197 / dtd.4.11.25. (Copy enclosed for reference).
- xiii. That, as mentioned in the complaint regarding levy of Meter Rent, necessary documentary evidence has been sought from the concerned department, and necessary action will be taken accordingly towards adjustment of meter rent.
- xiv. That, all the reports viz. Meter Change Protocol, Comparison sheets, Calculation of additional units, data of Generation Meter, Export units etc. are enclosed 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:

1. That, the Complainant is a HT- INDUSTRIAL(M) SUPPLY consumer having consumer No. 5120-0104-0182 with contract demand of 98.00 KW under the area of Bargarh Electrical Division.
2. That, the complainant has been billed on actual meter readings up to May'2024 with a monthly average consumption of 27911 units (average from Jun'2023 to May'2024).
3. That, the complainant has installed a solar PV plant of 98 KW with due observation of all official formalities and accordingly the billing has been raised



w.e.f. June'24 after installing and charging of Net Meter bearing Sl. No. ORH00531 and Generation meter bearing Sl. No. ORL01517 on 31-05-2024. It is noted by the Forum that average monthly generation of solar PV plant is 6989.3 units. It is also to be noted here that later on the LT meter bearing Sl. No. TWSD18000727 was converted to bidirectional on Dt.23-10-2024 for comparison purpose.

4. That, from Jun'2024 to Feb'2025, the complainant has been billed with a monthly average consumption of 8724 units which forced the complainant to think of reduction in consumption due to installation of solar PV plant.
5. But, as per submission made by the complainant, on 17-03-2025 B phase CT reversal of Net HTTV meter bearing Sl. No. ORH00531 was detected due to which the meter was not recording proper consumption from 01-06-2024 and the same fault was rectified on 18-03-2025.
6. On the basis of fault detected, the respondent revised the bills from 01-06-2024 to 18-03-2025 and served additional bills of 150023.56 units (96257.2 on 01-05-2025 + 53766.36 on 04-11-2025). It is also noted by the Forum that, the respondent has calculated the additional bill as per consumption recorded in LT meter bearing Sl. No. TWSD18000727 based on prorated basis from 01-06-2024 to 31-10-2024 and on actual basis from 01-11-2024 to 18-03-2025 which includes transformer loss also. But the complainant is disputing the revised bill and submits his doubt on accuracy of the meter.
7. Referring to the documents submitted by the respondent (Month wise LT meter and HT meter consumption, Generation meter data, test reports etc.), the Forum observed that:
  - Solar unit has been synchronized on 31-05-2024 and on the same date new bi-directional (HT billing) meter bearing Sl. No. ORH00531 and generation meter bearing Sl. No. ORL01517 also installed.
  - LT meter bearing Sl. No. TWSD18000727 installed for audit purpose continued as before resulting in incorrect recording of consumption till 23-10-2024 on the date the LT meter made Bi-directional.
  - From Nov'2024 onwards the LT meter recorded the correct export and import meter readings.
  - On 17-03-2025 during testing, the respondent found the HT meter bearing Sl. No. ORH00531 was recording less consumption due to improper connection of CT terminal to the meter (which is called CT reversal) and the same was corrected on 18-03-2025.

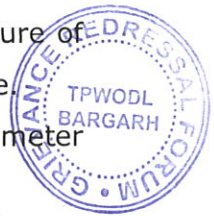
- The test report submitted by the respondent doesn't carry the signature of the complainant which questions the transparency of testing procedure.
- However, the Forum noted the comparison of HT (Billing) meter and LT meter and confirm that HT (Billing) meter was recording less consumption.
- Therefore, from 01-06-2024 to 23-10-2024 both HT (Billing) meter and LT meter was recording improper consumption and from 24-10-2024 to 18-03-2025 (Till HT meter rectification) LT meter was functioning correctly and recording actual consumption.
- Hence Forum construed that the actual consumption made from 23-10-2024 to 18-03-2025 recorded in LT meter properly. Therefore, for billing purpose, the consumption from 23-10-2024 to 18-03-2025 recorded in LT meter may be taken into consideration.
- But from 01-06-2024 to 22-10-2024 the actual consumption may be derived considering the percentage error of LT meter and HT meter from 23-10-2024 to 18-03-2025.

8. Again, as per submission of the respondent, transformer loss has been added in the revised bill while calculating the consumption. But it is noted by the Forum that as per Regulation 151 (ix) of the OERC Distribution (Conditions of Supply) Code 2019, "**Transformer Loss:** In the case of High-Tension supply. However, no transformer loss shall be considered if the consumer has paid for the metering unit. The licensee/supplier is required to provide HT metering for HT supply. The maximum duration of such billing shall be four months or as specified by the Commission in tariff orders whichever is less". In this instant case, as there is no fault at complainant's side the complainant should not bear the transformer loss.

### **Directions of the forum**

In view of the above findings and observations and considering the documents and statements submitted by both the parties and agreed upon at the time of hearing, the Forum hereby passes orders in consonance with Regulation 157 of the OERC Distribution (Conditions of Supply) Code 2019.

1. The respondent is directed to revise the bills served to the complainant from Jun'2024 to Oct'2024 considering the percentage error of LT meter and HT meter from Nov'2024 to Mar'2025 and actual consumption recorded in LT meter is to be considered for revision from 01-11-2024 to 18-03-2025. Transformer loss is not to be taken while calculating the additional units to be claimed.





2. Any adjustments done during the revision period are also to be taken in to consideration.
3. 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/

200 (3)

Date: 17.11.2025

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 158 of 2025.