

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/174/2025					
2	Complainant	Name & Address:		Consumer No:			
		Narendra Sahu At-Bhatbida,Lebidi, Bijepur,Dist-Bargarh		5150-0106-9384			
				Contact No.:			
				9337957255			
3	Respondent	Name		Division			
		Executive Engineer (Elect.), BWED,Bargarh, TPWODL		BWED, TPWODL, Bargarh.			
4	Date of Application	15.10.2025					
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	15.10.2025					
9	Date of Order	14.11.2025					
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:				
	Narendra Sahu		SDO(Elect.), TPWODL, Bijepur				

B-9

PRESIDENT

Grievance Redressal Forum
TPWODL, Bargarh-768028

ORDER



Brief Facts of the Case

During the spot hearing at Bijepur Electrical Sub-division under Bargarh West Electrical Division camp on 15-10-2025, the complainant appeared before the Forum whereas SDO- Bijepur 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. 515001069384 with connected load of 2.50 KW. That the Complainant has raised objection regarding the bills on actual meter readings served to him despite the borewell is not running. 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, bills on actual meter readings have been served to him despite the borewell is not running 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 PVR dated 04-11-2025 received on 06-11-2025 mentioning the meter reading as "0" KWH of meter no. TWSC10078356 with a remark "There is another connection found from cutout. In this extra connection there was no motor or any load. It is suspected that connection may be in use."

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:

- a. That the complainant has been given power supply with installation of a new meter and bills on actual meter readings have been served up to Jun'2025 with a meter reading of "16972" of meter no. TPU08442. The bill for the month of Jul'2025 has been served on provisional basis.

b. In the meanwhile, a new meter bearing Sl. No. TWSC10078356 has been installed on 22-08-2025 in the premises of the complainant. After new meter installation bills on actual meter readings have been served from Aug'2025 to Sep'2025 with "0" reading.

c. It is also noted from the PVR submitted by the respondent that, an extra connection found from cutout. In this extra connection there was no motor or any load. It is suspected that connection may be in use.

d. As per submission of the complainant that his borewell is not running but as per respondent there is another connection which may be used by the complainant or by any other person. Therefore, the meter has recorded the consumption.

e. As per regulation 105 (i) of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019 regarding safety of meters it has clearly been mentioned that "*The consumer shall be responsible for safe custody of meter(s) and associated equipments, if the same are installed within the consumer's premises. The consumer shall promptly notify the licensee/supplier about any fault, accident or problem noticed with the meter. Licensee/supplier shall be responsible for the safety of the meter located outside the consumer's premises.*"

f. Hence, the Forum construed that, as the complainant is responsible for safe custody of the meter, if any other person using the supply from his connection is also the responsibility of the complainant and he can not blame the respondent for the same.

Directions of the forum

After observing the facts and records, the Forum Construed that, as the bills have been served on actual meter readings, the Forum is constraint to pass any order in respect of the grievance petition of the complainant.

Hence the instant case is hereby dropped.

(Signature)
 Co-Opted Member
 Grievance Redressal Forum
 TPWODL, Bargarh-768028
 No. GRF/BGH/
 198(3)

(Signature)
 MEMBER
 Grievance Redressal Forum
 TPWODL, Bargarh-768028

B.Mu.11.25
 (B.K.Singh)
 PRESIDENT
 Grievance Redressal Forum
 TPWODL, Bargarh-768028
 Date: 14.11.2025

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.tpwwesternodisha.com- Customer Zone- Grievance Redressal Forum- BGH- GRF case No. BGH 174 of 2025.