

CONSUMER GRIEVANCE REDRESSAL FORUM

ELECTRICAL CIRCLE, BARGARH

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

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Present:

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

1	Case No.	BGH/184/2025				
2	Complainant	Name & Address:		Consumer No:		
		Sadaram Rout		5154-1214-0620		
		Bhaisadhara, Jharbandh		Contact No.:		
		Dist-Bargarh		8018347018		
3	Respondent	Name		Division		
		SDO(Elect.), TPWODL, Jharbandh		BWED, TPWODL, Bargarh.		
4	Date of Application	06.11.2025				
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	06.11.2025				
9	Date of Order	19.12.25				
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:			
	Sadaram Rout Represented by Hemsagar Rout		SDO(Elect.), TPWODL, Jharbandh			



ORDER

Brief Facts of the Case

During the spot hearing camp at Jharbandh Sub-division under Bargarh west Electrical Division on 06-11-2025, the complainant appeared before the Forum whereas SDO- Jharbandh appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT- Domestic consumer having consumer No. 5154-1214-0620 with connected load of 0.11 KW. That the Complainant has raised objection regarding the high consumption billing. 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 resulted to accumulation of arrear.
2. He further submits that; he had deposited the meter testing fees.
3. He also requested the Forum to revise the bills.

2. Reply Submission of the Respondent:

- i. The respondent also agreed upon high consumption billing and agreed to test the meter. 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:


- 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 Feb'2015.


- b. From Mar'2015 to Jul'2025 bills have been raised on provisional/average basis. In the meanwhile, a new meter bearing Sl. No. LW161549 installed on 29-09-2020 but updated in Aug'2025 and bill for the month of Aug'2025 has been raised @ 6419 units with a FMR of 6939 with proper house lock adjustment.
- c. As submitted by the complainant, he has deposited the meter testing fees on 06-11-2025 challenging the accuracy of the meter bearing Sl. No. LW161549.
- d. After that, the MMG team visited the site on 05-12-2025 and tested the meter with the presence of the complainant and submitted the report with a remark "the results found within permissible limit i.e. -0.84%".


Directions of the forum

After observing the facts and records, the Forum Construed that, as the meter test results found within permissible limit i.e. -0.84%, 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.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/ 218⁽³⁾

Date: 19.12.25

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 184 of 2025.