

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/187/2025																																			
2	Complainant	Name & Address:		Consumer No:																																	
		Ranjit Pandey At-Sargul, Bijadhol, Jharbandh Dist-Bargarh		5154-1214-0176																																	
				Contact No.:																																	
3	Respondent	Name		Division																																	
		SDO(Elect.), TPWODL, Jharbandh		BWED, TPWODL, Bargarh.																																	
4	Date of Application	06.11.2025																																			
5	In the matter of-	<table border="1"> <tr> <td>1. Agreement / Termination</td> <td></td> <td>2. Billing Disputes</td> <td>✓</td> </tr> <tr> <td>3. Classification / Reclassification of Consumers</td> <td></td> <td>4. Contract Demand / Connected Load</td> <td></td> </tr> <tr> <td>5. Disconnection / Reconnection of Supply</td> <td></td> <td>6. Installation of Equipment & apparatus of Consumer</td> <td></td> </tr> <tr> <td>7. Interruptions</td> <td></td> <td>8. Metering</td> <td></td> </tr> <tr> <td>9. New Connection</td> <td></td> <td>10. Quality of Supply & GSOP</td> <td></td> </tr> <tr> <td>11. Security Deposit / Interest</td> <td></td> <td>12. Shifting of Service Connection & equipments</td> <td></td> </tr> <tr> <td>13. Transfer of Consumer Ownership</td> <td></td> <td>14. Voltage Fluctuations</td> <td></td> </tr> <tr> <td>15. Others (Specify) -</td> <td></td> <td></td> <td></td> </tr> </table>				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) -			
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6	Section(s) of Electricity Act, 2003 involved	42(5)																																			
7	OERC Regulation(s):																																				
	1	OERC Distribution (Licensee's Standard of Performance) Regulations, 2004	Clauses																																		
	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	11.12.2025.																																			
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:																																			
	Ranjit Pandey Represented by	SDO(Elect.), TPWODL, Jharbandh																																			
	Barun Pandey																																				

ORDER

Brief Facts of the Case

During the spot hearing camp at Jharbandh Electrical Sub-division under Bargarh West Electrical Division camp 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. 5154-1214-0176 with connected load of 3.00 KW. That the Complainant has raised objection regarding wrong bills served to him from Jul'2025 till date due to considering his billing meter as solar generation meter and solar generation meter as billing meter. 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, wrong bills served to him from Jul'2025 till date due to considering his billing meter as solar generation meter and solar generation meter as billing meter 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 05-12-2025 mentioning that the main meter no. is TWST15112149 and the solar meter no. is TWST15106201. The respondent also submits that Generation meter has wrongly been treated as billing meter whereas the billing meter has been treated as generation meter.
- ii. The respondent also agreed for revision of bills. 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 the complainant has been given power supply on 10-12-2005 and bills on actual meter readings have been served up to Jun'2025.
- In the month of Jul'2025, the complainant installed a solar roof top system with due observation of all official formalities and accordingly the billing has been raised w.e.f. Jul'2025 after installing and charging of Solar roof top system on 30.07.2025.
- But as per submission of the respondent, Generation meter has wrongly been treated as billing meter whereas the billing meter has been treated as generation meter
- Therefore, it is decided by the Forum that, the bills from Jul'2025 to till date should be revised.

Directions of the forum


In view of the above findings and discussions, the Forum is of the view that,


- The Billing meter and Generation meter is to be corrected in the bill immediately.
- The bills from 30-07-2025 to till date are to be revised by taking the IMR and FMR of billing meter bearing Sl. No. TWST15112149 considering the export units of Solar meter as per Section 157 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.
- Any adjustments done during the revision period are also to be taken in to consideration.
- DPS charged on the wrong bills are also to be withdrawn.

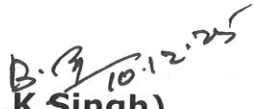
The Opposite party is directed to submit the compliance report to this Forum within one month from the date of issue of this order.



Accordingly, the case is disposed of.


(D.R. Sahu)
Co-Opted Member
Grievance Redressal Forum
TPWODL, Bargarh-768028


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


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

No. GRF/BGH/ 2/2⁽³⁾

Date: 11.12.2025

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 187 of 2025.