

# 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)

1	Case No.	<b>BGH/30/2025</b>				
2	Complainant	Name & Address:		Consumer No:		
		Tularam Choudhury		5150-0103-9777		
		At-Sargipali,Dahita,Padampur Dist-Bargarh		Contact No.: 6370886760		
3	Respondent	Name		Division		
		Executive Engineer (Elect.), BWED,Bargarh TPWODL.		BWED, TPWODL, Bargarh.		
4	Date of Application		17.02.2025			
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		17.02.2025			
9	Date of Order		08.04.2025			
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:			
	Tularam Choudhury		SDO(Elect.), TPWODL, Padampur			

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

## **ORDER**



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

During the spot hearing at Melchhamunda Electrical Section of Padampur Sub-division under Bargarh West Electrical Division on 17-02-2025, the complainant appeared before the Forum whereas SDO- Padampur appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT- Irrigation Pumping and Agriculture category consumer having consumer No. 5150-0103-9777 with connected load of 2.50 KW. That the Complainant has raised objection that, meter installed in another consumer's premises was reflected in his bill and energy bills were being raised accordingly. The complainant further averred that, after complaint filed by him before the opposite party, one new meter was installed in the month of Jan 2025. He requested for revision of bills as per actual consumption of the new meter installed.

### **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, meter installed in another consumer's premises was reflected in his bill and energy bills were being raised accordingly.
2. He further submits that; after complaint filed by him before the opposite party, one new meter was installed in the month of Jan 2025.
3. He also requested the Forum for revision of his energy bills as per actual consumption of the new meter installed.

#### **2. Reply Submission of the Respondent:**

- i. The respondent submitted the Physical Verification Report (PVR) dated 19-02-2025 mentioning that, meter SI no. "10031039" is available in the complainant's premises and the meter status is OK.
- ii. The respondent also submitted the meter change protocol dt. 27.03.2023 of meter SL no. "10031039".
- iii. The respondent also submitted that, the initial date of power supply to the complainant was effected on dt. 27.03.2023 with meter SL No. "10031039". During field verification it was found that the same meter is



available in the complainant's premises till date. Further, there is no record of change of meter during the month of Jan 2025. 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:

1. That, the initial date of power supply to the complainant's premises was effected on dt. 27.03.2023 with meter SI no. "10031039".
2. It is found from the database that, the energy bills are being raised on actual basis from Mar 2023 till the last bill, i.e Jan 2025 through meter SI No. "10031039".
3. The physical Verification Report dt. 19.02.2025, submitted by the Opposite Party also clarifies that, meter SI no. "10031039" is available in the complainant's premises till date.
4. Further it was observed that, there is no record of meter change during the month of Jan 2025 as averred by the complainant.

Hence, as the same meter bearing SI no. "10031039" is available in the complainant's premises since the date of supply, i.e. 27.03.2025 till date, the petition filed by the complainant regarding reflecting another meter no. in his billing and installation of new meter in the month of Jan 2025 has no merit.

Therefore, the instant case is hereby dropped.

  
(P. Dasbhaya)  
MEMBER  
Member (Finance)  
Grievance Redressal Forum  
TPWODL, Bargarh-768028  
No. GRF/BGH/ 48

  
(B.K. Singh)  
PRESIDENT  
Grievance Redressal Forum  
TPWODL, Bargarh-768028  
Date: 08.04.2025

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 30 of 2025.