

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

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President

Sri Pulakesh Dasbhaya

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Member (Finance)

1	Case No.	BGH/38/2025				
2	Complainant	Name & Address:		Consumer No:		
		Gajanan Sahu		5120-0103-8078		
		At/PO-Hatisar, Bhatli		Contact No.:		
		Dist-Bargarh				
3	Respondent	Name		Division		
		Executive Engineer(Elect.),BED,Bargarh,TPWODL		BED, TPWODL, Bargarh.		
4	Date of Application		17.03.2025			
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		17.03.2025			
9	Date of Order		28.04.2025			
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:			
	Gajanan Sahu		SDO(Elect.), TPWODL, Bhatli			

ORDER



Brief Facts of the Case

During the spot hearing at ESO-Bhatli of Bhatli Electrical Sub-division under Bargarh Electrical Division camp on 17-03-2025, the complainant appeared before the Forum whereas SDO- Bhatli 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. 512001038078 with connected load of 2.50 KW. That the Complainant has raised objection regarding the wrong meter change and billing in old defunct consumer no. 512001032258 instead of billing in consumer no. 512001038078. 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

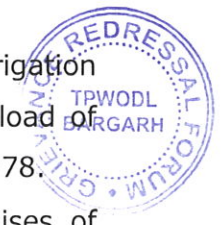
Both parties were present in the hearing. The contentions made by the parties are as follows:

1. Submission of the Complainant:

1. The complainant submits that, wrong meter change and billing in old defunct consumer no. 512001032258 instead of billing in consumer no. 512001038078 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. That, the consumer has complained regarding erroneous billing i.e. on Avg. basis though meter is installed and in running condition.
- ii. That, the consumer has another connection in his name bearing consumer no. 512001032258 for the purpose of Lift irrigation. But the same got defunct and at present there is no existence of the same connection or LI point. However, the billing is continuing till date.

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- iii. That, the complainant had applied for new connection under Irrigation Pumping & Agriculture category and availed power supply for a load of 2.50 KW since 04-05-2023 and allotted consumer no. 512001038078.
- iv. That, on 21-01-2024 a smart meter was installed in the premises of consumer no. 512001038078, but unfortunately by mistake the same installation has been updated against consumer no. 512001032258 with the same name of the complainant. The same mistake has resulted in erroneous billing.
- v. The respondent also agreed upon erroneous billing and 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:

- As per submission made by the complainant, the consumer no. 512001032258 is defunct from 2004, but from the records it is seen that, meter SI No. "TWSC59002826" was installed in the premises of consumer no. 512001032258. Whereas, physically the same meter bearing SI no. "TWSC59002826" was installed in the premises of the complainant consumer bearing SC No. 5120-0103-8078.
- That results in erroneous and fictitious billing in both the connections with consumer no. 512001038078 and 512001032258 due to same consumer name while updating the meter change.
- As per submission made by the respondent and also noted by the Forum from billing data the new meter change updation has been corrected and has been entered in the consumer no. 512001038078 but billing of consumer no. 512001032258 is still continuing.

Directions of the forum

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


- The bills of consumer no. 512001038078 are to be revised from the date of meter change to till date as per meter readings available in the meter SI No. "TWSC59002826" as per Section 157 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.
- The billing of consumer no. 512001032258 is to be stopped immediately and the fictitious/erroneous billings done are to be withdrawn.

- 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.


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


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

No. GRF/BGH/ 59⁽²⁾

Date: 28.04.2025

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- Customer Zone- Grievance Redressal Forum- BGH- GRF case No. BGH 38 of 2025.