

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 Debendra Ranjan Sahu	...	Co-Opted Member

1	Case No.	BGH/50/2025				
2	Complainant	Name & Address:		Consumer No:		
		Tikeswar Khamari		5120-0103-2082		
		At- Talimal, Bhatli, Dist-Bargarh		Contact No.:		
3	Respondent	Name		Division		
		Executive Engineer (Elect.), BED, Bargarh TPWODL		BED, TPWODL, Bargarh.		
4	Date of Application		15.04.2025			
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				
8	Date(s) of Hearing		15.04.2025			
9	Date of Order		10.06.2025			
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:			
	Tikeswar Khamari, Represented by Debendra Khamari		SDO(Elect.), TPWODL, Bhatli			

ORDER



Brief Facts of the Case

During the hearing at Bhukta Electrical Section Office of Sub-Division Bhatli under Bargarh Electrical Division on 15.04.2025, 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 averred that, one consumer named Vedvyas Khamari bearing SC No. 5120-0103-8021 was availing power supply by hooking. But, penalty was imposed on the complainant's account. Hence, the Complainant requested before the Forum to direct the Opposite Party to resolve the billing dispute accordingly.

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:

- i. The complainant submits that, one consumer named Vedvyas Khamari bearing SC No. 5120-0103-8021 was availing power supply by hooking.
- ii. But, penalty was imposed on the complainant's account.
- iii. Therefore, the complainant prayed before the Forum to direct the Opposite Party to withdraw the penalty.

2. Reply Submission of the Respondent:

- i. The respondent submitted the Physical verification Report dt. 28.04.2025 of the complainant bearing SC No. 5120-0103-2082.
- ii. The Opposite Party mentioned that, there is no meter available in the complainant's premises and the complainant is availing power supply directly from the pole without meter.
- iii. Further, the Opposite party submitted that, as per the last enforcement verification dt. 05.05.2022, one smart meter is to be installed in the complainant's premises. But the same has not been done due to resistance from the consumer.
- iv. The Opposite Party urged before the Forum to issue order as deemed fit.


Findings and observations of the Forum

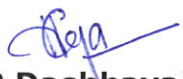


Written/verbal Submissions were made by both parties and arguments were heard at length. This Forum, after hearing the parties and going through the relevant documents, FG and Samadhan database (Licensee's soft records) and provisions of law have concluded as follows:

- That, as per the Physical Verification Report Dt. 28.04.2025 and the written submission of SDO, Bhatli, it is construed that, the complainant consumer is availing power supply without meter and he is not co-operating with the Opposite Party for installation of meter.
- Therefore, the averment made by the complainant regarding wrong imposition of penalty in his account, has no merit.

Hence the instant case is hereby dropped.


(D.R. Sahoo)
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/

75⁽²⁾

Date: 10.06.25

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 50 of 2025.