

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/67/2025				
2	Complainant	Name & Address:		Consumer No:		
		Satyaprakash Ratha		5121-2213-0094		
		At-Ratha Ladies Hostel,		Contact No.:		
		Govindpali Road, Bargarh		9178490152		
3	Respondent	Name		Division		
		SDO (Elect.), Bargarh-I TPWODL.		BED, TPWODL, Bargarh.		
4	Date of Application		12.06.2025			
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		12.06.2025 & 21.07.2025			
9	Date of Order		30.07.2025			
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:			
	Satyaprakash Ratha		1.SDO(Elect.), TPWODL, Bargarh-I 2. Executive Engineer, MRT, BED, Bargarh			

PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028

ORDER



Brief Facts of the Case

The present case has been registered in this forum vide Case No. 67 of 2025. Brief facts pertaining to the case are that the Complainant is a LT- Domestic consumer having consumer No. 5121-2213-0094 with contract demand of 3.00 KW under the area of ESO II Bargarh.

That the Complainant has raised objection regarding meter issue / high consumption billing in Mar'2025 and Apr'2025 during which no one was staying in his house.

Gist of Arguments made by the Parties

Both parties were present in the hearing on dated 21-07-2025. The contentions made by the parties are as follows:

1. Submission of the Complainant:

1. The complainant submits that, high consumption billing in Mar'2025 and Apr'2025 has been done and during that period no one was staying in his house.
2. He also submits that, he has rented his house to some students and during the billing period of Mar'2025 and Apr'2025, holidays were there, therefore no students were staying during that period.
3. He further submits that; he had made verbal complain to the respondent about the erroneous bill.
4. He also requested the Forum for revision of his energy bills.

2. Reply Submission of the Respondent:

- i. The respondent submitted a written submission to the case dated 02-07-2025.
- ii. That, the consumer complaint regarding high billings in Mar'2025 and Apr'2025, the complainant has already paid for meter testing which report is yet to be submitted.
- iii. That, as per MMG team, accuracy of the present meter Sl. No. TWST1785012 found within limit and there is problem in wiring system.
- iv. The respondent also requests the Forum to hear the case as per merit.

PRESIDENT

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

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, there are two domestic connections at the premises of the complainant bearing consumer no. 5121-2213-0094 and 5121-2213-0211. The complainant is using the connection bearing consumer no. 5121-2213-0211 for his own domestic purpose and rented the other connection bearing consumer no. 5121-2213-0094, where some college students are staying.
2. That, the bill for the month of Mar'2025 @ 1215 units and bill for the month of Apr'2025 @ 1255 units have been served which has been disputed by the complainant and applied for meter testing as there were no students staying during that period.
3. That, after receiving complaint regarding accuracy of the meter, MMG team verified the meter with remarks that
 - During testing of the meter accuracy of the meter found within limit.
 - Clamp meter of the accucheck connected on the neutral side as the neutral current showing higher than phase current.
4. During the hearing dated 21-07-2025, the Executive Engineer, Bargarh, Sri Satya Sahoo stated that, the team observed neutral connection of the said meter is in series with the other supply in same premises results abnormal flow of current in the said meter. The series connection is made at consumer's end and team has advised the consumer for rectification.
5. The Forum is of the view that the abnormal meter reading may have done due to wrong neutral connection. Regarding the submission made by the complainant that the house was vacant during Mar'2025 and Apr'2025, he could not establish his point before the Forum and it is also noted by the Forum that consumption was also there in the said meter in previous years also. Therefore, the Forum is of the view that, there could have been some consumption in the meter bearing sl. No. TWST1785012.

Directions of the forum

In view of the above findings and observations and considering the documents and statements submitted by both the parties and agreed upon at the time of


hearing, the Forum hereby passes orders in consonance with Regulation 152 of the OERC Distribution (Conditions of Supply) Code 2019.





1. The bills from Mar'2025 to Apr'2025 are to be revised as per the average of previous six consecutive billing (i.e. Sep'24 to Feb'25) as per Section 155 and 157 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.
2. Any adjustments done during the revision period are also to be taken in to consideration.
3. 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
No. GRF/BGH/ 90(3)


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


(B.K. Singh)
President
Grievance Redressal Forum
TPWODL, Bargarh-768028
Date: 30.07.2025

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 67 of 2025.