

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/73/2025				
2	Complainant	Name & Address:		Consumer No:		
		Narayana Mishra		5120-0112-0048		
		Sri Raja Rajeswari Chandi Mandir		Contact No.:		
		At- Sunajor, Tukurla, Dist-Bargarh		8658523529		
3	Respondent	Name		Division		
Executive Engineer (Elect.), BED, Bargarh, TPWODL.		BED, TPWODL, Bargarh.				
4	Date of Application		20.06.2025			
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		20.06.2025			
9	Date of Order		31.07.2025			
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:			
	Sri Raja Rajeswari Chandi Mandir Represented by Narayana Mishra		SDO(Elect.), TPWODL, Bargarh-II			

B.K.

PRESIDENT

Grievance Redressal Forum
TPWODL, Bargarh-768028

ORDER



Brief Facts of the Case

During the hearing at Electrical Subdivision, Bargarh-II under Bargarh Electrical Division on 20.06.2025, the complainant appeared before the Forum whereas SDO- II Bargarh appeared as respondent before the Forum.

Brief facts pertaining to the case are that, the Complainant is a LT- Specified Public Purpose consumer having consumer No. 5120-0112-0048 with connected load of 2.00 KW. That the Complainant has raised objection regarding abnormal consumption recorded in the meter from the month of Jan'2025 to May'2025. 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, abnormal high energy bills have been served to him from the month of Jan'2025 to May'2025.
2. He also requested the Forum for revision of his energy bills.

2. Reply Submission of the Respondent:

- i. The respondent submitted a meter test report dt. 28.07.2025.
- ii. As per the test report, the accuracy of the meter was found to be -0.367% which is within the limit.
- iii. The respondent requests the Forum to hear the case as per merit.

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. It is found from the database that; the energy bills are being raised on actual basis through meter SI No. 10016456 .
2. It is observed that, from the month of Jan'2025 to Jun'2025 the energy bills have been raised for high bill units, whereas the consumption of the complainant in previous months were very low.

3. The energy bill for the month of Jun'2025 was raised for "329" bill units with Meter reading "2316" KWH units.
4. The meter test report submitted by the Opposite party shows that, the meter accuracy is within limit and the Meter reading as on 28.07.2025 is "7097" KWH units.
5. Hence the Forum construed that, the meter status is satisfactory. The meter reading has not been taken by the respondent properly. Therefore, abnormal consumption has been recorded from Jan'2025 to Jun'2025.
6. Further, as the complainant is a LT- Specified Public Purpose consumer, there is no slab benefit in spreading over the recorded consumption.


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 157 of the OERC Distribution (Conditions of Supply) Code 2019.


1. The Opposite Party is directed to take proper monthly meter readings and raise energy bill to the complainant with due observation of the recorded bill unit in the meter.

Matter is closed herewith and the compliance report to be submitted to the undersigned on or before dated **30-08-2025**.

Accordingly, the case is disposed of.


(D.R. Sahu)
Co-Opted Member
Grievance Redressal Forum
TPWODL, Bargarh-768028
No. GRF/BGH/ 95(3)


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


(B.K. Singh)
President
Grievance Redressal Forum
TPWODL, Bargarh-768028
Date: 31.07.2025

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 73 of 2025.