

**Grievance Redressal Forum**  
**TPWODL, BARGARH**  
 First Floor, Raymond Building, Bandutikra Chowk,  
 Bargarh, Pin- 768028  
 Email: [grf.bargarh@tpwesternodisha.com](mailto:grf.bargarh@tpwesternodisha.com), Ph No.06646-230135  
**Bench: Sri B.K Singh (President) and Sri S. Tripathy, Member (Finance)**



Ref: GRF/Bargarh/Div/BWED/ (Final Order)/ 80 (4)

Date: 17.05.2024

**Present:** Sri B. K Singh (President),  
 Sri S. Tripathy, Member (Finance).

1	Case No.	BGH/40/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sanjay Madhab Dora, At-Main Road, Padampur. Dist- Bargarh.		5152-0125-0116	9938552949
3	Respondent/s	SDO(Elect), Padampur, TPWODL			Division B.W.E.D, TPWODL, Bargarh
4	Date of Application	29.02.2024			
5	In the matter of-	1. Agreement/Termination	X	2. Billing Disputes	√
		3. Classification/Reclassification of Consumers	X	4. Contract Demand / Connected Load	X
		5. Disconnection / Reconnection of Supply	X	6. Installation of Equipment & apparatus of Consumer	X
		7. Interruptions	X	8. Metering	X
		9. New Connection	X	10. Quality of Supply & GSOP	X
		11. Security Deposit / Interest	X	12. Shifting of Service Connection & equipments	X
		13. Transfer of Consumer Ownership	X	14. Voltage Fluctuations	X
		15. Others (Specify) -X			
6	Section(s) of Electricity Act, 2003 involved				
7	OERC Regulation(s) with Clauses	1. OERC Distribution (Conditions of Supply) Code, 2019, Regulation 108 (iii), (v), (vi), (vii), (viii) & (ix) √			
		2. OERC Distribution (Licensee's Standard of Performance) Regulations, 2004			
		3. OERC Conduct of Business) Regulations, 2004			
		4. Odisha Grid Code (OGC) Regulation, 2006			
		5. OERC (Terms and Conditions for Determination of Tariff) Regulations, 2004			
		6. Others			
8	Date(s) of Hearing	14.03.2024			
9	Date of Order	17.05.2024			
10	Order in favour of	Complainant	Respondent	Others	√
11	Details of Compensation awarded, if any.	NIL			

PRESIDENT

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



**Hearing At:** Office of The President, GRF, Bargarh, TPWODL.

**Appeared**

**For the Complainant-** Sanjay Madhab Dora  
Represented by Radha Madhab Dora

**For the Respondent -** SDO(Elect), Padampur, TPWODL.  
Represented by Kshirod Kumar Sahoo, Accountant, SDO, Padampur.

**GRF Case No- BGH/40/2024**

(1) Sanjay Madhab Dora  
At-Main Road, Padampur,  
Dist- Bargarh,  
Consumer No.- 5152-0125-0116

**COMPLAINANT**

**VRS**

(1) SDO (Elect.), Padampur, TPWODL

**OPPOSITE PARTY**

**GIST OF THE CASE**

The complaint petition filed in the name of Sri Sanjay Madhab Dora, represented by Sri Radha Madhab Dora, objected about abnormal bills raised to him from the year 2011 till last billing charged. The complainant averred that abnormal bills were charged to him from 2011 till 2020 at first instance during which period he has availed the OTS scheme benefit. However, abnormal bills also continued to charge from 2021 onwards till last billing. During the course of hearing the complainant raised objection about the accuracy of the existing meter bearing Sl No. "LW613131", based on which such unjust, abnormal & unreasonable energy bills were charged against his SC No. 5152-0125-0116. The Complainant prayed before the Forum to direct the Opposite Party for an efficacious remedy.

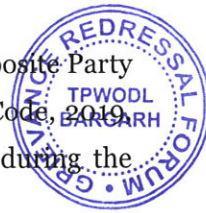
**SUBMISSION OF OPPOSITE PARTY**

In reply to the complainant's Petition and interim order passed by the Forum, the Opposite Party submitted that, despite several attempts to install a parallel meter in series with the billing meter in the complainant's premise or testing of existing billing meter in an accredited Laboratory on payment of testing fees, the complainant denied such installation of parallel meter and also refused to pay the meter testing fees except for allowing to install a new meter replacing the existing meter. Hence, the Opposite Party could not carry out the necessary testing of existing meter as per interim order passed.

**OBSERVATION**

The complainant is an existing consumer of electricity under the operational area of TPWODL bearing Consumer No-5152-0125-0116, having CD-1.5KW, under LT-Domestic category, under ESO-I, Padampur, Since the complainant had raised objection about the necessary correctness of the existing meter bearing Sl No. "LW613131" (as per billing records revealed), the Opposite Party was asked in the interim order dt. 29.03.2024, passed by the Forum, to either install a parallel meter, to be installed in series with the billing meter to ascertain the accuracy level by comparing the consumption units recorded between these two meters, or, the complainant may opt for testing the existing meter available in the

premises in an accredited testing laboratory on deposit of testing fees as demanded by the Opposite Party as per Regulation 108(iii),(v),(vii),(viii) & (ix) of OERC Distribution (Conditions of Supply) Code, 2019 with due prior notice to the complainant from the Opposite Party to be remained present during the testing.




The Opposite Party in its reply statement submitted that, the complainant had neither allowed them to install a parallel meter or deposited the meter testing fees, to carry out the meter testing activities as per the direction of the Interim Order passed. The crux of the case revolves around the accuracy of the existing meter in question, as objected by the Complainant, to which the complainant was required to cooperate with the Opposite Party in ascertaining the facts as per interim order passed.

As per Regulation 108(vii) of OERC Distribution (Conditions of Supply) Code, 2019, any difference or dispute on the accuracy of any meter, the same shall be decided on an application by either party to the Electrical Inspector, who shall adjudicate the matter & whose decision shall be final & binding between the parties. However, on perusal of records, statements, the Forum observed that no such action was able to carry out by the Opposite Party due to non-cooperation faced from the complainant's end. Hence, the complaint petition filed by the complainant objecting the accuracy of the existing meter can not be entertained without prerequisite conclusive meter test report to ascertain the facts.

The order passed on this date is delayed due to late submission of reports, statements from the Opposite Party.

Hence, the instant case is hereby dropped.

  
(S. Tripathy)  
Member

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

  
(B.K. Singh)  
President

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

Copy to: -

1. Sanjay Madhab Dora, At-Main Road, Padampur, Dist-Bargarh, Mob - 9938552949.
2. Sub-Divisional Officer (Elect.), Padampur, TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer.
3. Executive Engineer (Elect.), BWED, TPWODL, Bargarh.
4. The Chief Legal-cum-Nodal Officer, TPWODL, Burla for information.

"If the complainant is aggrieved either by this order or due to non-implementation of the order of the Grievance Redressal Forum in time, he/she is at liberty to make 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 this order of the Grievance Redressal Forums."

This Order can be accessed on OERC website, [www.orierc.org](http://www.orierc.org) under the "head "Cases->"GRF".