

Grievance Redressal Forum
TPWODL, BARGARH
 First Floor, Raymond Building, Bandutikra Chowk,
 Bargarh, Pin- 768028
 Email: 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/ (Interim Order)/ 5/4

Date: 29.03.2024

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 Interim Order	29.03.2024			
10	Order in favour of	Complainant	Respondent	Others	√
11	Details of Compensation awarded, if any.	NIL			

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

INTERIM ORDER

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. The complaint petition filed by Sri Sanjay 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.

Hence, in order to find out the accuracy of the existing meter installed in the complainant's premises bearing meter Sl No. "LW613131", the Opposite Party is directed to install a tested standard meter, to be fixed in services with the existing meter. The connecting terminals/meter boxes of both the existing and tested standard meter shall be sealed by the licensee/supplier's representative, in presence of the consumer. Meter readings of both the meters shall be taken jointly after some hours/days of operation. The accuracy of existing meter can be known by comparing readings of both the meters for the same period. If the existing meter is found to be defective, it can be removed and the tested meter already available in the consumer's premises to be fixed in place of the existing meter.

The Opposite Party may opt for removing the existing meter available in the premises and test the same in the accredited laboratory as provided in Regulation 108 (iii),(v),(vi),(vii),(viii) & (ix) of OERC Distribution (Conditions of Supply) Code, 2019, with due prior notice to the complainant consumer to be present during the test. The complainant is required to pay a fee for such testing, as per the prevailing testing fee demanded by the Opposite party.

The Opposite Party is directed to submit the meter test report within Ten (10) working days of issue of this order with an intimation of the test result to the complainant directly. The above report &



other details available with the Forum would be the deciding factor for further adjudication to the case and order thereof as deemed fit

S. Tripathy
(S. Tripathy)
29/03/24

MEMBER

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

B.K. Singh
(B.K. Singh)
29/03/24

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 under the "head "Cases->"GRF".