



GRIEVANCE REDRESSAL FORUM, BOLANGIR

(Infront of Children's Park),

BOLANGIR-767001, Tel./Fax:-(06652) 235741

E-mail: grfwesco.bgr@rediffmail.com/ Grf.bolangir@tpwesternodisha.com

Bench: Er. Kumuda Bandhu Sahu (President),

Sri Prasanta Kumar Sahoo (Member (Finance)), Sri Krupasindhu Padhee, (Co-Opted Member)

Memo No.GRF/BGR/Order/

355

Dated, the

05/05/2025

Corum:

Er. Kumuda Bandhu Sahu
Sri Prasanta Kumar Sahoo
Sri Krupasindhu Padhee

- President
- Member (Finance)
- Co-Opted Member

1	Case No.	Complaint Case No. BGR/108/2025																																			
2	Complainant/s	Name & Address Sri Dilip Kumar Mishra, For Istika Enterprises, C/o-Sasmita Guru, At-Shankarbhoji Chowck, Po-Chhatamakhna, Dist-Bolangir		Consumer No 911001040191	Contact No. 7978760032 9777455591																																
3	Respondent/s	Name EE, BED, TPWODL, Bolangir		Division Bolangir Electrical Division, TPWODL, Bolangir																																	
4	Date of Application	20.02.2025																																			
5	In the matter of-	<table><tr><td>1. Agreement/Termination</td><td></td><td>2. Billing Disputes</td><td>✓</td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td></td><td>4. Contract Demand / Connected Load</td><td></td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td></td><td>6. Installation of Equipment & apparatus of Consumer</td><td></td></tr><tr><td>7. Interruptions</td><td>✓</td><td>8. Metering</td><td></td></tr><tr><td>9. New Connection</td><td></td><td>10. Quality of Supply & GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td></td><td>12. Shifting of Service Connection & equipments</td><td></td></tr><tr><td>13. Transfer of Consumer Ownership</td><td></td><td>14. Voltage Fluctuations</td><td>✓</td></tr><tr><td colspan="4">15. Others (Specify) –</td></tr></table>				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) –			
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																																				
7	OERC Regulation(s) with Clauses	<table><tr><td>1. OERC Distribution (Conditions of Supply) Code,2019; Clause(s)</td></tr><tr><td>2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004; Clause</td></tr><tr><td>3. OERC Conduct of Business) Regulations,2004; Clause</td></tr><tr><td>4. Odisha Grid Code (OGC) Regulation,2006; Clause</td></tr><tr><td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004; Clause</td></tr><tr><td>6. Others</td></tr></table>				1. OERC Distribution (Conditions of Supply) Code,2019; Clause(s)	2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004; Clause	3. OERC Conduct of Business) Regulations,2004; Clause	4. Odisha Grid Code (OGC) Regulation,2006; Clause	5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004; Clause	6. Others																										
1. OERC Distribution (Conditions of Supply) Code,2019; Clause(s)																																					
2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004; Clause																																					
3. OERC Conduct of Business) Regulations,2004; Clause																																					
4. Odisha Grid Code (OGC) Regulation,2006; Clause																																					
5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004; Clause																																					
6. Others																																					
8	Date(s) of Hearing	20.03.2025	18.04.2025																																		
9	Date of Order	05.05.2025																																			
10	Order in favour of	Complainant	Respondent	✓	Others																																
11	Details of Compensation awarded, if any.	Nil																																			

CO-OPTED MEMBER

MEMBER (Fin.)

Page 1 of 6

PRESIDENT

Place of Hearing: GRF, Bolangir

Appeared:

For the Complainant
For the Respondent

–Sri Dilip Kumar Mishra
–Sri Janmejaya Sahoo, Estimator (Auth. Rep.) (Dt.20.03.2025)
Sri Subrat Kumar Seth, EE, BED, Bolangir (Dt.18.04.2025)

Complaint Case No. BGR/108/2025

Sri Dilip Kumar Mishra,
For Istika Enterprises,
C/o-Sasmita Guru,
At-Shankarbhoji Chowck,
Po-Chhatamakhna, Dist-Bolangir
Con. No. 911001040191

COMPLAINANT

-Versus-

Executive Engineer,
Bolangir Electrical Division,
TPWODL, Bolangir

OPPOSITE PARTY

ORDER
(Dt.05.05.2025)

The consumer has appealed before the Forum on his application dated 17th Feb. 2025 which has been registered as Case no. 108/2025. The complainant has raised his grievances on the following issues,

1. Low voltage problem
2. High bill after replacement of Smart meter
3. Regular Local Shutdown from the Grid

Accordingly, hearing date was fixed on 20th Mar. 2025 and notice was served to both the parties to remain present with supportive documents on the said date.

HISTORY OF THE CASE

The Complaint petition filed Shri Dilip Kumar Mishra, Proprietor, Istika Enterprises who is a consumer availing power supply under Medium Industry tariff category with HT Supply (11 KV), availing through 63 KVA transformer and metering at LT side with a contract demand of 22 KW. The complainant has disputed with low voltage problem, excess billing after installation of Smart meter during Jun-2023 and frequent power interruption / unscheduled shut-down from local grid. He has submitted his grievances for rectification of low voltage issue, revision of bill and minimize of local shut-down.

PROCEEDING OF HEARING DATED: 20.03.2025

Appeared:

For the Complainant
For the Respondent

–Sri Dilip Kumar Mishra
–Sri Janmejaya Sahoo, Estimator, BED (Auth. Representative)

CO-OPED MEMBER

MEMBER (Fin.)

Page 2 of 6

PRESIDENT



PREVIOUS COMPLAINS IF ANY :

1. Letter dated 17th Mar. 2024 addressed to Executive Engineer, Bolangir Division
2. Letter dated 07th Mar. 2024 addressed to Section Officer, Chatamakhna Section
3. Letter dated 17th Jan. 2024 addressed to Executive Engineer, Bolangir Division
4. Series of correspondences through e-mail to Bolangir division and TPWODL Consumer care.

SUBMISSION OF OPPOSITE PARTY DURING HEARING

The OP appeared before the Forum with billing abstract only. On defence, he intimated that the consumer is a HT-Med. Ind. consumer availing power supply since 11th Jan. 2021. The consumer has availed power supply through meter no. WES53611 from the initial date of power supply. On 17th Jun. 2023, the said meter has been replaced with new Smart meter with meter sl. no. TWSL11001705. The energy bills to the consumer have been raised on actual meter reading basis. The dispute raised by the complainant about high billing with Smart meter has no base as all bills has been raised on meter reading basis. The OP submitted that due to low power factor in the month of Oct-2023 to Feb-2024, the KVAH parameter has been increased and this has happened due to maintaining of low power factor by the complainant in his premises.

Regarding low voltage problem & unscheduled interruption of power supply, 7 days time is required to collect the required information from the local grid and metering data.

The OP requested before the Forum to allow 7 days time to submit the required information and requested for a next date of hearing.

VIEW OF FORUM

Considering the representation of OP, the date was adjourned to 18th Apr. 2025. Accordingly, notice was served to both the parties to remain present with relevant documents on the said hearing date.

PROCEEDING OF HEARING DATED : 18.04.2025

Appeared:

For the Complainant -Sri Dilip Kumar Mishra
For the Respondent -Sri Subrat Kumar Seth, EE, BED, Bolangir

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant has represented the said dispute as stated earlier and requested before the Forum for suitable revision of bill and minimization of power interruption.

SUBMISSION OF OPPOSITE PARTY DURING HEARING

The OP appeared before the Forum with relevant record. The OP represented that the dispute of supply voltage has been verified from the meter dump report for the period 01st Jan. 2025 to 24th Mar. 2025 and found that the supply voltage to the industry is within permissible limit and there is no abnormality found regarding low voltage issue. Also, the power interruption is also within permissible limit.

Regarding high billing issue, the billing has been done on actual KVAH recorded in meter no. TWSL11001705.

CO-OPTED MEMBER

MEMBER (Fin.)
Page 3 of 6

PRESIDENT

Considering the above, the OP requested before the Forum to reject the petition of the complainant and pass order as deemed fit.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer has availed power supply since 11th Jan. 2021. The technical specification of the consumer is,

Supply Side : HT (11 KV) Supply
Metering Side : LT metering
Transformer Capacity : 63 KVA
Billing Tariff category : Medium Industrial Tariff
Contract Demand : 22 KW



From the initial date of power supply, meter no. WES53611 was installed till 16th Jun. 2023. On 17th Jun. 2023, the said meter has been replaced with new Smart meter with meter sl. no. TWSL11001705. The energy bills to the consumer have been raised on actual meter reading basis. The monthly units billed and bill amount are,

Bill Month	Billed Units	Current Bill Amt (in ₹)	Bill Month	Billed Units	Current Bill Amt (in ₹)
Mar-25	436	7343.50	Mar-24	172	5173.50
Feb-25	432	7329.05	Feb-24	1121	10513.36
Jan-25	41	5093.68	Jan-24	2705	19463.96
Dec-24	1855	15604.03	Dec-23	2016	15465.86
Nov-24	1213	11382.55	Nov-23	1773	14133.53
Oct-24	827	9174.82	Oct-23	1832	15306.84
Sep-24	201	5495.14	Sep-23	1331	10868.25
Aug-24	32	4520.48	Aug-23	1324	10785.18
Jul-24	792	8949.58	Jul-23	593	5604.24
Jun-24	1576	13556.00	Jun-23	352	4095.90
May-24	1191	11291.68			
Apr-24	380	6433.53			

From the above, the Forum observed that all bills have been raised on actual meter reading basis. It is also seen that during the month Oct-2023 to Jan-2024, the consumer has maintained low power factor which attributes increase in KVAH in his premises. The month-wise power factor from Oct-2023 to Jan-2024 is,

Bill Month	Power Factor (%)
Jan-24	60.30%
Dec-23	34.60%
Nov-23	31.50%
Oct-23	66%

This matter has been admitted by the complainant during the course of hearing and intimated that thereafter he has installed new power-bank capacitor for which the PF % has been increased and maintained above 90%. The Forum advised the consumer to maintain power factor as per guideline of Hon'ble OERC described in Regulation Code 2019.

CO-OPTED MEMBER

MEMBER (Fin.)
Page 4 of 6

PRESIDENT



Before approaching to Forum, the consumer was represented before the OP for testing meter disputing the meter accuracy. In response to that, the OP was arranged meter testing by MMG team on 04th Apr. 2024 in presence of the consumer and found that the meter accuracy is within permissible limit (meter test report dated 04th Apr. 2024 submitted by OP has taken into record). During the course of hearing, the complainant has submitted that he is not satisfied with the meter testing done on 04th Apr. 2024 and requested for installation of parallel meter in line with main meter. The OP submitted that as the existing meter has already been tested on 04th Apr. 2024 and meter accuracy is within permissible limit, no further meter test is required. However, if the consumer wants for meter testing, he can apply with deposit of meter testing fees as per OERC Regulation. The complainant stated before the Forum that he has no trust with the testing equipment of the licensee and demanded for parallel meter.

In considering above argument of both the parties, the Forum feels that as the existing meter has already been tested on 04th Mar. 2024 and found that the meter accuracy is within permissible limit. Hence, no further testing is required. In this regard, the view of the complainant has also been recorded that he has no trust about the metering test equipment of the licensee. To resolve the issue, the Forum directed the complainant that he has the liberty to apply before Standard Testing Laboratory, Bhubaneswar for testing of existing meter (sl. no. TWSL11001705).

Regarding low voltage at the incoming side of his premises and interruption of power supply as represented by the complainant, he is unable to produce any supportive evidence about supply voltage at his incoming side & power interruption time period before the Forum however, the OP submitted the meter dump report and confirmed that the supply voltage to the above industry is within limit and there is no abnormality found with low voltage issue. Also, the power interruption is also within the permissible limit (meter dump data submitted by OP has taken into record).

From the above argument of both the parties, the Forum realized that the complainant has no supportive record about low voltage and power interruption time period whereas the OP confirmed with meter dump report that the supply voltage is within permissible limit and no abnormality found about low voltage. Also, the power interruption is within permissible limit. Hence, the dispute raised by the complainant has no base and not taken into consideration.

Regarding local shutdown from the Grid, the OP admitted the issue that there might be some local urgency for immediate feeder maintenance for which local shutdown has been done. The OP assured that they will take care for minimizing local shutdown and if there is urgency in nature, they will inform to the consumer about tentative time to be taken for restoration through text message / whatsapp. From the above argument of both the parties, the Forum realized that there is some communication gap between the licensee and the consumer which should not be. On the other hand, it results lack of confidence of the consumer upon the licensee. The Forum advised the OP to make good relation with the consumer and extend every support.

In view of above facts and circumstances and after going through the documents submitted by both the parties, the Forum pronounces the following order as per regulations of the OERC Distribution (Conditions of Supply) Code 2019.

1. The high energy bill disputed by the consumer is not based on facts whereas the bills have been raised as per OERC Regulation Code 2019 and Tariff order of the prevailing year. Hence, the Forum directed the complainant to clear the arrear outstanding.

CO-OPTED MEMBER

MEMBER (Fin.)

Page 5 of 6

PRESIDENT



2. The Forum advised the OP to make good consumer relation through personal communication / e-mail / text message / whats app etc so that the consumer will satisfy with the services provided by the licensee.

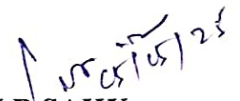
Case is disposed off accordingly.


K.S.PADHEE

CO-OPTED MEMBER


P.K.SAHOO

MEMBER (Fin.)


K.B.SAHU

PRESIDENT

Copy to: -

1. Sri Dilip Kumar Mishra, C/o-Sasmita Guru, At-Shankarbhoji Chowck, Po-Chhatamakhna, Dist-Bolangir-767065.
2. Executive Engineer, Bolangir Electrical Division, TPWODL, Bolangir.
3. DFM/ AFM/ JFM, Bolangir Electrical Division, TPWODL, Bolangir.
4. Superintending Engineer, Electrical Circle, TPWODL, Bolangir.
5. Chief Legal, Head Quarter Office, TPWODL, Burla.

The order is also available at TPWODL Web site : tpwesternodisha.com → customer zone → Grievance Redressal Forum → BOLANGIR → (GRF CASE NO.)

"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 within 30 days from the date of order of the Grievance Redressal Forums."