



## 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/ 173<sup>65</sup>

Dated, the 07/03/2025

**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/132/2025																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																								
		Sri Bhakta Sahu, For Sri Keshaba Sahu, At-Fatamunda, Po-Roth, Dist-Bolangir		911312070168	6371452549																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Loisingha		Division Bolangir Electrical Division, TPWODL, Bolangir																									
4	Date of Application	03.03.2025																											
5	In the matter of-	<table><tr><td>1. Agreement/Termination</td><td>2. Billing Disputes</td><td>√</td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td>4. Contract Demand / Connected Load</td><td></td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td>6. Installation of Equipment &amp; apparatus of Consumer</td><td></td></tr><tr><td>7. Interruptions</td><td>8. Metering</td><td></td></tr><tr><td>9. New Connection</td><td>10. Quality of Supply &amp; GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection &amp; equipments</td><td></td></tr><tr><td>13. Transfer of Consumer Ownership</td><td>14. Voltage Fluctuations</td><td></td></tr><tr><td colspan="3">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) –		
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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) 155, 157</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) 155, 157	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																		
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8	Date(s) of Hearing	03.03.2025																											
9	Date of Order	07.03.2025																											
10	Order in favour of	Complainant	√	Respondent	Others																								
11	Details of Compensation awarded, if any.	Nil																											

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

Place of Hearing: Camp Court at Agalpur

**Appeared:**

For the Complainant -Sri Bhakta Sahu  
For the Respondent -Sri Kshirodra Kumar Meher, OAG-II (Representative)

**Complaint Case No. BGR/132/2025**

Sri Bhakta Sahu,  
For Sri Keshaba Sahu,  
At-Fatamunda, Po-Roth,  
Dist-Bolangir  
Con. No. 911312070168

**COMPLAINANT**

**-Versus-**

Sub-Divisional Officer,  
Electrical Sub-Division,  
TPWODL, Loisingha

**OPPOSITE PARTY**

**ORDER**

**(Dt.07.03.2025)**

**HISTORY OF THE CASE**

The Complaint petition filed by the representative of the consumer Shri Bhakta Sahu who is a LT-Dom. consumer availing a CD of 0.03 KW. He has disputed about the erroneous and inflated billing done from Oct-2022 to May-2024. He has filed his grievances for revision of bill. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

**PROCEEDING OF HEARING DATED : 03.03.2025**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Agalpur section of Loisingha Sub-division. The complainant represented that he has been served with erroneous & inflated bills from Oct-2022 to May-2024. For that disputed bill, the total outstanding has been accumulated to ₹ 28,512.02p upto Jan.-2025. The complainant raised dispute against the said period and requested before the Forum for suitable revision of the bill.

He has stated that due to such disputed bill, he has not made regular payment for which the arrear outstanding has been accumulated to ₹ 28,512.02p upto Jan-2025. The complainant raised dispute against the said period and requested before the Forum for suitable revision of the bill.

**SUBMISSION OF OPPOSITE PARTY DURING HEARING**

The OP appeared before the Forum with relevant record. On defence, he intimated that the consumer is a LT-Domestic consumer availing power supply since Sep-2012. The billing dispute raised by the complainant for the erroneous & inflated billing from Oct-2022 to May-2024 is not based on facts and the said meter with sl. no. LW205819 has been replaced with a new meter on 26<sup>th</sup> Jun. 2024 due to meter burnt w.e.f. Apr-2024. So, meter data for the pertaining period is not available. However, the post meter consumption is less compared to the prevailing period.

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT



Considering the above, the OP requested before the Forum to pass order as deemed fit.

#### **FINDINGS AND ANALYSIS OF THE FORUM**

The consumer is a LT-Dom. consumer with a CD of 0.03 KW. The consumer has availed power supply since 11<sup>th</sup> Sep. 2012 and total outstanding upto Jan.-2025 is ₹ 28,512.02p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. As represented by the consumer, due to meter error, excess consumption has been recorded for the period Oct-2022 to May-2024 which needs bill revision. The OP submitted that the said meter pertaining to the period of dispute has been replaced with a new meter on 26<sup>th</sup> Jun. 2024. Now the consumer is satisfied with the performance of new meter.



The Forum analysed the available documents submitted by both the parties. The Forum asked the OP to submit the meter replacement protocol sheet where the OP was unable to produce the same and intimated that due to burnt of said disputed meter (meter no. LW205819) in Apr-2024, no data is available. Also, the OP intimated the Forum that the monthly consumption of new meter is comparably less than the preceding year where the disputed meter was in existence.

The Forum analysed the billing pattern and observed that the monthly consumption from Oct-2022 is abnormal in respect to off-peak season. Also, the said meter was burnt in Apr-2024. Hence, the Forum is of the opinion that the monthly consumption recorded in meter no. LW205819 from Oct-2022 is erratic till the replacement of meter i.e. 26<sup>th</sup> Jun. 2024 and needs bill revision as per consumption of new meter in obedience to OERC Regulation Code 2019.

#### **COMPARISON OF KWH CONSUMPTION**

MONTH	YEAR : 2022	YEAR : 2023	YEAR : 2024
JAN	158	208	234
FEB	202	152	236
MAR	171	313	278
APR	24	321	METER DEFECTIVE
MAY	41	368	METER DEFECTIVE
JUN	81	336	44
JUL	192	351	176
AUG	86	308	191
SEP	70	318	170
OCT	226	362	179
NOV	168	299	177
DEC	271	279	161
The Old meter LW205819 has been replaced on 26.06.2024 with meter no. TWST1731260			

2. The complainant has not paid the monthly bill regularly for which the total has been accumulated to ₹ 28,512.02p upto Jan.-2025.

CO-OPTED MEMBER

MEMBER (Fin.)

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PRESIDENT


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 energy bills raised to the consumer from Oct-2022 to May-2024 (billed in Jun-2024) is to be revised as per succeeding six months average consumption of new meter by considering IMR : 0 (26.06.2024) & FMR : 1099 (Dec-2024) under CI-155 & 157 of OERC Regulation 2019.
2. DPS is to be levied as per OERC Regulation.
3. All sundries and adjustments are to be considered during the above revision period.

Case is disposed off accordingly.

Compliance report must be submitted to the Forum by the opposite party within one month after receipt of GRF order otherwise it will be treated as non-compliance.

  
**K.S.PADHEE**  
CO-OPTED MEMBER

  
**P.K.SAHOO**  
MEMBER (Fin.)

  
**K.B.SAHU**  
PRESIDENT

Copy to: -

1. Sri Bhakta Sahu, At-Fatamunda, Po-Roth, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Loisingha.
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](http://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."