



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/ 233^E

Dated, the 27/03/2025

Corum:

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

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

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|---|--|--|------------|---|-------------|--|--|---|---|---|-----------|---|--|--|------------------|-------------|--|-------------------|------------------------------|--|---------------------------------|---|--|------------------------------------|--------------------------|--|------------------------|--|--|
| 1 | Case No. | Complaint Case No. BGR/139/2025 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2 | Complainant/s | Name & Address | | Consumer No | Contact No. | | | | | | | | | | | | | | | | | | | | | | | | |
| | | Sri Prasanta Kumar Pande, For H.Miss P.S (Rest) Girls High School, At/Po-Deogaoan, Dist-Bolangir | | 911524010461 | 9853957270 | | | | | | | | | | | | | | | | | | | | | | | | |
| 3 | Respondent/s | Name S.D.O (Elect.), TPWODL, Tusura | | Division Bolangir Electrical Division, TPWODL, Bolangir | | | | | | | | | | | | | | | | | | | | | | | | | |
| 4 | Date of Application | 04.03.2025 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 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 & 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 & GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection & 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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| 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) <u>155, 157</u></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) <u>155, 157</u> | 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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| 6. Others | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 8 | Date(s) of Hearing | 04.03.2025 | 20.03.2025 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 9 | Date of Order | 27.03.2025 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 10 | Order in favour of | Complainant | √ | Respondent | Others | | | | | | | | | | | | | | | | | | | | | | | | |
| 11 | Details of Compensation awarded, if any. | Nil | | | | | | | | | | | | | | | | | | | | | | | | | | | |

CO-OPTED MEMBER

MEMBER (Fin.)

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PRESIDENT

Place of Hearing: Dt.04.03.2025- Camp Court at Tusura
Dt.20.03.2025- GRF, Bolangir



Appeared:

For the Complainant -Sri Prasanta Kumar Pande (On dt.04.03.2025)
For the Respondent -Sri Sanjeeb Kumar Padhi, S.D.O (Elect.), Tusura
(On both dates)

Complaint Case No. BGR/139/2025

Sri Prasanta Kumar Pande,
For H.Miss. P.S (Rest), Girls High School,
At/Po-Deogaon,
Dist-Bolangir
Con. No. 911524010461

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER

(Dt.27.03.2025)

HISTORY OF THE CASE

The Complaint petition filed by the representative of the consumer Shri Prashanta Kumar Pande who is a LT-SPP. consumer availing a CD of 1.5 KW. He was disputed about the inflated bill of 20783 units raised in Dec-2024. He stated that the defective meter has been replaced since one & half year back but average bills have been continued till Sep-2024 and in Dec-2024, an inflated & erroneous bill has served. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 04.03.2025

Appeared:

For the Complainant -Sri Prasanta Kumar Pande
For the Respondent -Sri Sanjeeb Kumar Padhi, S.D.O (Elect.), Tusura

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Tusura section of Tusura Sub-division. The complainant represented that he was served with an erroneous bill of 20783 units in Dec-2024 which needs revision from the date of meter replacement. The complainant raised dispute against the said bill and requested before the Forum for suitable revision of the bill.

PREVIOUS COMPLAINS IF ANY :

Letter dated 17.12.2024 addressed to SDO-Tusura.

SUBMISSION OF OPPOSITE PARTY DURING HEARING

The OP appeared before the Forum with relevant record. On defence, he intimated that the

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consumer is a LT-SPP. consumer availing power supply since Jan.-2011. The billing dispute raised by the complainant for the average billing from Feb-2020 to Sep-2024 & inflated bill of Dec-2024 is a genuine dispute. As stated by the complainant regarding meter installation date, it needs to be verified from meter software data from the back-end office which requires some time and requested before the Forum to fix another date so that the OP will produce detailed information before the Forum.

Considering the request of OP, the Forum allowed and fix next hearing date on 20th Mar. 2025. Accordingly, notice was served to both the parties to remain present with supportive documents on the said date.



PROCEEDING OF HEARING DATED : 20.03.2025

Appeared:

For the Complainant – ABSENT
For the Respondent – Sri Sanjeeb Kumar Padhi, S.D.O (Elect.), Tusura

SUBMISSION OF OPPOSITE PARTY DURING HEARING

The OP appeared before the Forum with physical verification report dated 10th Mar. 2025 prepared by Officer-MMG of SDO-III office which is countersigned by the OP. The extract of the report is,

“Meter was changed on date 14.03.2024 but updated in database on date 04.11.2024.”

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

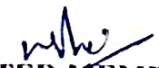
FINDINGS AND ANALYSIS OF THE FORUM

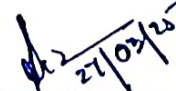
The consumer is a LT-SPP consumer with a CD of 1.5 KW. The consumer has availed power supply since 16th Jan. 2011 and total outstanding upto Feb.-2025 is ₹ 4,623.25p. As complained by the complainant and submission of OP, it is observed by the Forum that,

The complainant represented that due to meter defective, he was served with average bills from Feb-2020 to Sep-2024. Also, an erroneous bill has been raised in the month of 20783 units in dec-2024 which needs bill revision. Also, the consumer represented that the existing meter has been installed since one & half year back but average billing was done till Sep-2024. The OP admitted the complaint and submitted that a new smart meter has been installed with meter no. TWSP51003441 on 14th Mar. 2024 but due to meter protocol delay, it has been updated in 04th Nov. 2024.

The Forum analysed the consumption pattern and observed some lapses in the inspection report dated 10th Mar. 2025 submitted by OP. Hence, during the hearing process, the Forum directed the OP to submit the smart meter activation data within seven days. Accordingly, MMG team submitted the Smart meter activation data on 24th Mar. 2025 and certified that the said meter has been installed on 01st Jul. 2023 with IMR: 1.3

In this regard, the Forum believes that the Smart meter having sl. no. TWPS51003441 has been installed on 01st Jul. 2023 and the report dated 10th Mar. 2025 is not based on facts. The Forum has recorded this as a **“SERIOUS NOTE”** as an Officer-MMG of the licensee has submitted a false meter installation report and directed the licensee to look into the matter. Also, the licensee warned to take care in future while submitting any report before the Forum.


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MEMBER (Fin.)


PRESIDENT

From the Smart meter installation report, it is evident that the meter with sl. no. TWPS51003441 has been installed on 01st Jul. 2023 but updated in the billing database on Dec-2024 with CMR: 20783.


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.



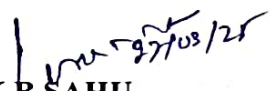
1. The energy bills raised to the consumer from Jul-2023 to Dec-2024 is to be revised considering the consumption of new meter with IMR : 1.3 (01.07.2023) & FMR : 20783 (Dec.-2024) under CI-155 & 157 of OERC Distribution Code 2019. Also, the energy bills raised from Jan.-2023 to Jun.-2023 is to be revised considering the average consumption of new meter with IMR : 1.3 (01.07.2023) & FMR : 20783 (Dec.-2024) under CI-155 & 157 of OERC Distribution Code 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 Prasanta Kumar Pande, C/o-H.Miss. P.S. (Rest) Girls High School, At/Po-Deogaon, Dist-Bolangir-767029.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Tusura.
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."