



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/ 308⁶

Dated, the 22/04/2025

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/193/2025																										
2	Complainant/s	Name & Address Sri Ghasiram Padhan, At-Badkhamar, Po-Jatesingha, Via-B.M.Pur, Dist-Sonepur	Consumer No 915203130420	Contact No. - -																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, B.M.Pur	Division Sonepur Electrical Division, TPWODL, Sonepur																									
4	Date of Application	21.03.2025																										
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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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	21.03.2025																										
9	Date of Order	22.04.2025																										
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 B.M.Pur

Appeared:

For the Complainant - Sri Ghasiram Padhan
For the Respondent - Sri Soumya Ranjan Das, S.D.O (Elect.), B.M.Pur

Complaint Case No. BGR/193/2025

Sri Ghasiram Padhan,
At-Badkhamar,
Po-Jatesingha,
Via-B.M.Pur,
Dist-Sonepur
Con. No. 915203130420

COMPLAINANT

-Versus-

Sub-Divisional Officer,
Electrical Sub-Division,
TPWODL, B.M.Pur

OPPOSITE PARTY

ORDER
(Dt.22.04.2025)

HISTORY OF THE CASE

The Complaint petition filed by the consumer Shri Ghasiram Padhan who is a LT-Dom. consumer availing a CD of 0.14 KW. He has disputed that there is mismatch of meter number in the billing data vis-à-vis physical status. He has submitted his grievances for rectification of meter number and revision of bill.

The case heard in detail.

PROCEEDING OF HEARING DATED : 21.03.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Subalaya Section of B M Pur Sub-division. The consumer represented that physically the meter no. TW02064360 is available in his premises whereas meter no. TWB119053 is showing in billing data for which he is suspected about erroneous billing. The complainant raised dispute and requested before the Forum for suitable revision of bill.

SUBMISSION OF OPPOSITE PARTY DURING HEARING

The OP appeared before the Forum with relevant records. On defence, he intimated that the consumer is a LT-Domestic consumer availing power supply since Jan.-2012. The billing dispute raised by the complainant for wrong meter no. requires field enquiry for which seven day time is required to submit a detailed report.

CO-OPTED MEMBER

MEMBER (Fin.)
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PRESIDENT

Considering the above, the OP requested before the Forum to grant time for detailed inspection and submission of detailed report.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 0.14 KW. The consumer has availed power supply since 06th Jan. 2012 and total outstanding upto Mar.-2025 is ₹ 46,454.69p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. As per present billing data available in FG billing software, meter no. TW02064360 has been installed on 08th Feb. 2023 and in operation till 08th Mar. 2024, thereafter the said meter has been replaced with meter no. TWB119053.

The complainant disputed the above meter change activity dated 08th Mar. 2024 that there is no meter change in 08th Mar. 2024 and till date meter no. TW02064360 is available in his premises with running condition. To resolve the issue, the Forum directed the OP to make a physical inspection and submit the details with metering details within seven days. The OP fails to submit the PVR within stipulated time for which series of reminders has done to submit the report. Finally, the Forum has received PVR on 08th Apr. 2025 prepared by ESO-Subalaya and certified that physically meter no. TW02064360 is available in the consumer premises with CMR : 286. The Forum also verified the meter photo available in FG data in respect to billing of Mar-2025 done in 13th Apr. 2025 and found that Meter no. TW02064360 photo has been uploaded with CMR : 290 with remarks "METER NO. MISMATCH". For better clarity, the Forum directed OP to submit a current PVR with meter photo. The OP submitted the meter photo along with consumer premises and CMR on 17th Apr. 2025 and certified that TW02064360 is available in consumer premises with CMR : 292.

From the above, the Forum feels that the meter replacement dated 08th Apr. 2024 is not genuine and there is wrong punching of meter no. linked with this consumer number. This sort of callousness activity of licensee is not acceptable. The Forum warns herewith that the licensee must be very careful while punching of data in billing software.

2. On scrutiny of the documents, it is observed by the Forum that the bills raised from 08th Mar. 2024 onwards needs bill revision under CI-155 & 157 of OERC Dist. (Conditions of Supply) Code 2019 to redress the consumer grievances.

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 meter no. TW02064360 must be updated in the consumer billing data in place of TWB119053 for proper billing.
2. The energy bills raised to the consumer from 08th Mar. 2024 to Mar.-2025 are to be revised by considering IMR : 0 (08.03.2024) & FMR : 292 (Mar.-2025) under CI-155 & 157 of OERC Regulation 2019.
3. DPS is to be levied as per OERC Regulation.
4. All sundries and adjustments are to be considered during the above revision period.

CO-OPTED MEMBER

MEMBER (Fin.)

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PRESIDENT





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 Ghasiram Padhan, At-Badkhamar, Po-Jatesingha, Via-B.M.Pur, Dist-Sonepur-767018.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, B.M.Pur.
3. DFM/ AFM/ JFM, Sonepur Electrical Division, TPWODL, Sonepur.
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."