



## 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/ 296<sup>th</sup>

Dated, the 15/04/2025

**Corum:**

Er. Kumuda Bandhu Sahu

Sri Prasanta Kumar Sahoo

Sri Krupasindhu Padhee

- President

- Member (Finance)

- Co-Opted Member

<b>1</b>	Case No.	Complaint Case No. BGR/233/2025																		
<b>2</b>	Complainant/s	Name & Address Sri Subash Chandra Meher, At/Po-Salebhata, Dist-Bolangir	Consumer No 911313010515	Contact No. 7735223426																
<b>3</b>	Respondent/s	Name S.D.O (Elect.), TPWODL, Loisingha	Division Bolangir Electrical Division, TPWODL, Bolangir																	
<b>4</b>	Date of Application	11.04.2025																		
<b>5</b>	In the matter of-	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">1. Agreement/Termination</td> <td style="width: 50%;">2. Billing Disputes</td> </tr> <tr> <td>3. Classification/Reclassification of Consumers</td> <td>4. Contract Demand / Connected Load</td> </tr> <tr> <td>5. Disconnection / Reconnection of Supply</td> <td>6. Installation of Equipment &amp; apparatus of Consumer</td> </tr> <tr> <td>7. Interruptions</td> <td>8. Metering</td> </tr> <tr> <td>9. New Connection</td> <td>10. Quality of Supply &amp; GSOP</td> </tr> <tr> <td>11. Security Deposit / Interest</td> <td>12. Shifting of Service Connection &amp; equipments</td> </tr> <tr> <td>13. Transfer of Consumer Ownership</td> <td>14. Voltage Fluctuations</td> </tr> <tr> <td colspan="2">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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<b>6</b>	Section(s) of Electricity Act, 2003 involved																			
<b>7</b>	OERC Regulation(s) with Clauses	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																		
<b>8</b>	Date(s) of Hearing	11.04.2025																		
<b>9</b>	Date of Order	15.04.2025																		
<b>10</b>	Order in favour of	Complainant <input checked="" type="checkbox"/>	Respondent <input type="checkbox"/>	Others <input type="checkbox"/>																
<b>11</b>	Details of Compensation awarded, if any.	Nil																		

*[Signature]*  
CO-OPTED MEMBER

*[Signature]*  
MEMBER (Fin.)

*[Signature]*  
PRESIDENT

Place of Hearing: Camp Court at Salebhata

**Appeared:**

For the Complainant - Sri Subash Chandra Meher  
For the Respondent - Sri Abanikanta Maharana, S.D.O (Elect.), Loisingha

**Complaint Case No. BGR/233/2025**

Sri Subash Chandra Meher,  
At/Po-Salebhata,  
Dist-Bolangir  
Con. No. 911313010515

**COMPLAINANT**

**-Versus-**

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

**OPPOSITE PARTY**

**ORDER**  
**(Dt.15.04.2025)**

**HISTORY OF THE CASE**

The Complainant is a LT-Dom. consumer availing a CD of 1 KW. The complainant represented that he was served with abnormal & inflated bill from Jun-2024 to Sep-2024. For that inflated bill, the arrear outstanding has been accumulated to ₹ 14,522.87p upto Mar-2025. The complainant raised dispute against the said period and requested before the Forum for suitable revision of the bill.

The case was heard in detail.

**PROCEEDING OF HEARING DATED : 11.04.2025**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Salebhata section of Loisingha Sub-division. The consumer represented that he was served with abnormal & inflated bill from Jun-2024 to Sep-2024 and he was in apprehension that the said meter is recording excess consumption than actual consumption. For that, he was deposited meter testing fees of ₹ 500/- on 24<sup>th</sup> Sep. 2024. The said meter was tested on 24<sup>th</sup> Sep. 2024 and found that the meter is recording excess consumption than actual. The defective meter has been replaced on 03<sup>rd</sup> Oct. 2024 but the old disputed bill has not yet revised. The complainant raised dispute against the said disputed billing period and requested before the Forum for suitable revision of bill.

**SUBMISSION OF OPPOSITE PARTY DURING HEARING**

The OP appeared before the Forum with relevant documents. On defence, he intimated that the consumer is a LT-Dom consumer availing power supply since Feb.-2017. The billing dispute raised by the complainant for the inflated KWH recording has been tested and found that there is an error (%) of 25.07 %. The said defective meter has been replaced with a new meter on 03<sup>rd</sup> Oct. 2024 with meter sl. no. TWST1775742. Thereafter, actual billing is going on. But due to oversight, the disputed period has not yet revised which needs bill revision.

**CO-OPTED MEMBER**

**MEMBER (Fin.)**

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**PRESIDENT**



Considering the above, the OP requested before the Forum for revision of previous disputed bills and pass order as deemed fit.

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

The consumer is a LT-Dom. consumer with a CD of 1 KW. The consumer has availed power supply since 15<sup>th</sup> Feb. 2017 and the total outstanding upto Mar.-2025 is ₹ 14,522.87p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer was disputed the accuracy of the meter having meter no. 105404 which was installed since the date of power supply and represented that the said meter is showing excess consumption than actual consumption. Based on his complaint and deposit of meter testing fees vide MR no. : 44740240924001010001, dated 24<sup>th</sup> Sep. 2024, the said meter has been tested by MMG team on the same day and found that there is an error of 25.07% for which the said defective meter has been replaced with a new meter on 03<sup>rd</sup> Oct. 2024 with meter no. TWST1775742 and thereafter actual billing is going on.

Based on the meter test report, the OP needs to revise the bill but till date, they have not done it which violates CI-108 (v) (vi) of OERC Regulation Code 2019. Also, bill revision must have to be done under CI-155 of OERC Regulation Code 2019 which the OP fails to do so.

2. During the course of hearing, the OP has admitted with the billing complaints and initiated bill revision process on the spot observing departmental guidelines. Accordingly, the monthly bill has been recalculated with the consumption of new meter and an amount of ₹ 12,000.00p is to be withdrawn from the arrear outstanding.
3. The complainant has not paid the monthly bill regularly for which the arrear has been accumulated to ₹ 14,522.87p upto Mar.-2025.

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.

The OP was agreed with the billing dispute and revised the bill on spot and the petitioner was convinced with the proposed withdrawal amount of ₹ 12,000.00p. Hence, the Forum directed the OP to carry-out the revision proposal and must be reflected in the next bill.

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 Subash Chandra Meher, At/Po-Salebhata, Dist-Bolangir-767021.
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 → 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."**