

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/

368

Dated, the

08/05/2025



Forum:

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

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

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|---|--|--|---|---------------------------|---|--|---|---|---|-----------|---|--|--|------------------|-------------|--|-------------------|------------------------------|--|---------------------------------|---|--|------------------------------------|--------------------------|--|------------------------|--|--|
| Case No. | Complaint Case No. BGR/249/2025 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2 | Complainant/s | Name & Address Smt. Kousalya Seth, At-Bishnumunda, Po-Rajendra College, Dist-Bolangir | Consumer No 911225073095 | Contact No. 9853958361 | | | | | | | | | | | | | | | | | | | | | | | | |
| 3 | Respondent/s | Name S.D.O (Elect.), No. II, TPWODL, Bolangir | Division Bolangir Electrical Division, TPWODL, Bolangir | | | | | | | | | | | | | | | | | | | | | | | | | |
| 4 | Date of Application | 18.04.2025 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 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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| 6. Others | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 8 | Date(s) of Hearing | 29.04.2025 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 9 | Date of Order | 08.05.2025 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 10 | Order in favour of | Complainant | ✓ | Respondent | | | | | | | | | | | | | | | | | | | | | | | | |
| 11 | Details of Compensation awarded, if any. | Nil | | | | | | | | | | | | | | | | | | | | | | | | | | |

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

Place of Hearing: GRF, Bolangir

Appeared:

For the Complainant –Sri Sudam Charan Seth (Auth. Representative)
For the Respondent –Smt. Sita Rani Seth, Jr. Accountant (Auth. Representative)

Complaint Case No. BGR/249/2025

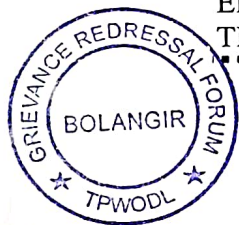
Smt. Kousalya Seth,
At-Bishnumunda,
Po-Rajendra College
Dist-Bolangir
Con. No. 911225073095

COMPLAINANT

-Versus-

Sub-Divisional Officer,
Electrical Sub-Division, No. II,
TPWODL, Bolangir

OPPOSITE PARTY



ORDER
(Dt.08.05.2025)

During hearing at GRF office on 29th Apr. 2025, the representative of the consumer Shri Sudam Charan Seth was present & Smt. Sitarani Seth, Jr. Accountant, Sub-division-II, Balangir (Authorised representative of SDO-II, Balangir) was present as opposite party.

HISTORY OF THE CASE

The Complaint petition filed by Smt. Kausalya Seth who is a LT-Dom. consumer availing a CD of 0.5 KW. She has disputed about the additional bill of ₹ 17,591.28p raised in the bill of Jan.-2025 and requested for bill revision. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 29.04.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under REC section of Balangir-II Sub-division. The complainant represented that an additional bill of ₹ 17,591.28p has been debited in the bill of Jan.-2025 illegally which needs to be withdrawn and requested before the Forum for 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 Sep.-2018. The billing dispute raised by the complainant for the additional bill of ₹ 17,591.28p has been raised in Jan-2025 bill in obedience to CI-155 of OERC Dist. (Conditions of Supply) Code 2019 which is liable to pay by the consumer. The reason of additional bill due to average billing made from Apr-2021 to Oct-2023. On 27th Nov. 2023, the defective meter has been replaced with a new meter having meter no.

CO-OPTED MEMBER

MEMBER (Fin.)

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PRESIDENT

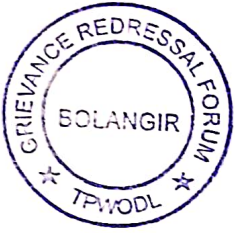
TW NX505806. After meter replacement, the monthly bills have generated on actual basis. The additional bill of ₹ 17,591.28p has been raised based on the consumption pattern of succeeding six months of new meter.

Based on the above, the OP requested before the Forum to consider this and reject the complaint of complainant and pass order as deemed fit.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 0.5 KW. The consumer has availed power supply since 09th Sep. 2018 and total outstanding upto Mar.-2025 is ₹ 18,455.52p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. As represented by the consumer, an additional bill of ₹ 17,591.28p has been added in the bill of Jan.-2025 which needs to be withdrawn.



The OP submitted by OP with relevant record that, the energy meter installed in the premises was gone defective during Apr-2021 and continued with same status till Oct-2023 billing. The OP has replaced the defective meter with a new meter on 27th Nov. 2023 with meter no. TW NX505806 and has been reflected in the bill. Thereafter, the monthly energy bill has been raised on actual meter reading basis. The dispute has raised for imposition of additional bill of ₹ 17,591.28p due to delay replacement of meter by the OP. Off-late, the OP has replaced the meter after two & half years of meter defective, it is advised the OP to be more pro-active for replacement of defective meter within standard time as prescribed by Hon'ble OERC. In the instant case, the OP has exercised CI-155 of OERC Dist. (Conditions of Supply) Code 2019.

During the course of hearing, the OP has admitted with the billing complaints and initiated recasting of upward assessment on the spot observing departmental guidelines in obedience of TPWODL SANDESH vide ref. no. TPWODL/CC/326 dated 13.10.2023. Accordingly, the monthly bill has been recalculated with the consumption and an amount of ₹ 3,234.96p (₹ 17,591.28p - ₹ 14,356.32p) is to be withdrawn from the arrear outstanding.

2. During the course of hearing, the complainant raised dispute about accuracy of present meter. In response to that, the Forum directed the complainant to deposit the required meter testing fees with the licensee within seven days and directed the OP to test the meter by the MMG team at the earliest with submission of detailed report to the Forum. Accordingly, the complainant deposited the required testing fees of ₹ 500/- on the same day. The MMG team has tested the meter on 06th May 2025 and submitted the report. The abstract of the PVR is,

"During meter testing, meter accuracy found within limit of error & error (%) is 0.15%."

The meter test conducted by MMG team and report generated on 06th May. 2025 has been taken into record. Hence, it is concluded that the present meter i.e. meter no. TW NX505806 is within permissible level of accuracy.

3. The authorised representative of opposite party failed to appraise the Forum the relevant provision under which no upward bill has been raised and the reason behind it as per regulation.

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT



4. She also admitted the fact of negligence in replacement of defective meter within the presented period of 30 days as per section 108.
5. She has also failed to educate the consumer for the reason leading to such upward bill.

This indicates the fact of unpreparedness with the authorised representative of the opposite party. It is therefore advised to the opposite party to depute person who shall attend the Forum with all preparedness to contest the case having awareness with the relevant provision of the regulation.

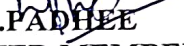
6. The complainant has not paid the monthly bill regularly for which the total has been accumulated to ₹ 18,455.52p upto Mar.-2025.

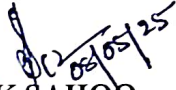
In view of above facts and circumstances and after going through the documents submitted by both the parties, the Forum pronounces the following order as per regulations of the OERC Distribution (Conditions of Supply) Code 2019.

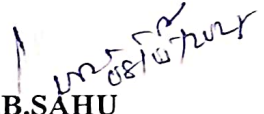
The OP was agreed with the billing dispute and revised the bill on spot and the petitioner was convinced with the proposed withdrawal amount of ₹ 3,234.96p (₹ 17,591.28p - ₹ 14,356.32p). Hence, the Forum directed the OP to carry-out the revision proposal and must be reflected in the next bill.

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. Smt. Kousalya Seth, At-Bishnumunda, Po-Rajendra College, Dist-Bolangir-767002.
2. Sub-Divisional Officer, Electrical Sub-Division, No. II, 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."