



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/

365

Dated, the

08/05/2025

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/258/2025																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																								
		Sri Hemanta Sahu, At-Rengali, Po-Kamarlaga, Via-Saintala, Dist-Bolangir		912421141295	8249495399																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Saintala		Division Titilagarh Electrical Division, TPWODL, Titilagarh																									
4	Date of Application	19.04.2025																											
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)</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)	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	19.04.2025																											
9	Date of Order	08.05.2025																											
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 Saintala



Appeared:

For the Complainant
For the Respondent

–Sri Hemanta Sahu
–Sri Ansuman Sahoo, S.D.O (Elect.), Saintala

Complaint Case No. BGR/258/2025

Sri Hemanta Sahu,
At-Rengali, Po-Kamarlaga,
Via-Saintala, Dist-Bolangir
Con. No. 912421141295

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**

ORDER
(Dt.08.05.2025)

HISTORY OF THE CASE

The Complaint petition filed by the consumer Shri Hemanta Sahu who is a LT-Dom. consumer availing a CD of 1 KW. The complainant represented before the forum on the following issues,

1. Excess units recorded in present meter which needs to be replaced with a new meter
2. Additional bill of ₹ 7823.96p raised in Mar-2025 without any base

The complainant raised dispute against the above issues and requested before the Forum for installation of new meter & suitable revision of bill.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 19.04.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under ESO-Saintala Section of Saintala Sub-division. The consumer represented with the following issues before the Forum,

1. Excess units recorded in present meter which needs to be replaced with a new meter
2. Additional bill of ₹ 7823.96p raised in Mar-2025 bill

The complainant raised dispute against the above issues and requested before the Forum for installation of new meter & 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 Oct.-2018. The dispute raised by the complainant regarding accuracy of present meter, there is no such evidence of inflated bill as all the bills have been generated on actual meter reading basis. Regarding billing dispute raised by the complainant for the additional bill of ₹ 7,823.96p raised in Mar-2025, the same has been raised in obedience to CI-155 of OERC Dist. (Conditions of Supply) Code 2019 which is liable to

CO-OPTED MEMBER

MEMBER (Fin.)
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pay by the consumer. The reason of additional bill due to average billing done for the month of Apr-2024 to Jun-2024. On 05th Aug. 2024, the defective meter has been replaced with a new meter with meter no. TWST1745117. After meter replacement, the monthly bills have been generated on actual basis. The additional bill of ₹ 7,823.96p has raised based on the consumption pattern of succeeding six months and assessed for the meter defective period for the month of Apr-2024 to Jun-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-Dom. consumer with a CD of 1 KW. The consumer has availed power supply since 03rd Oct. 2018 and total outstanding upto Mar-2025 is ₹ 10,712.91p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The complainant raised dispute about accuracy of present meter where the OP submitted that as all bills have been billed on actual meter reading basis, the complaint of the complainant should be rejected.

To resolve the issue, the Forum during the course of hearing directed the complainant to deposit the required meter testing fees with the licensee so that the meter will be tested at site by the MMG team. Also, the OP was reminded again to deposit the required meter testing fees of ₹ 500/-. The complainant has no response till date. In between that, the OP was intimated again to the complainant for deposit of testing fees so that the meter will be tested. But, there is no response from the complainant end. Finally, the OP intimated before the Forum vide letter no. 75 dated 06th May 2025 regarding the inactiveness of the complainant.

Taking the above into consideration, the complainant fails to comply the direction given by the Forum regarding deposit of meter testing fees so that his grievances will be redressed. The Forum has taken this as a **SERIOUS NOTE** for such non-compliance of direction of Forum at the end of the complainant.

2. As represented by the consumer, an additional bill of ₹ 7,823.96p has been added in the bill of Mar.-2025 which needs to be withdrawn.

The OP submitted by OP with relevant record that, average billing was done for the month of Apr-2024 to Jun-2024 due to meter defective. The OP has replaced the defective meter with a new meter on 05th Aug. 2024 with meter no. TWST1745117 and has been reflected in the bill of Mar-2025. Thereafter, the monthly energy bill has been raised on actual meter reading basis. The additional bill of ₹ 7,823.96p has been raised under CI-155 of OERC Dist. (Conditions of Supply) Code 2019.

The Forum has gone through the documents submitted by both parties and observed that average billing has been done for the month of Apr-2024 to Jun-2024 with meter status of "DEFECTIVE". The OP has taken pro-active step & replaced the meter at an early in obedience to 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. Hence, the additional bill of ₹ 7,823.96p raised by the OP in obedience to OERC Dist. (Conditions of Supply) Code 2019.

CO-OPTED MEMBER

MEMBER (Fin.)

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PRESIDENT



3. The complainant has not paid the monthly bill regularly for which the total has been accumulated to ₹ 10,712.91p 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.

1. Regarding dispute of present meter accuracy & installation of new meter, the complainant has failed to comply the direction of the Forum during the hearing dated 19th Apr. 2025. Hence, the complaint of complainant is hereby rejected.
2. The additional bill of ₹ 7,823.96p has been raised by the opposite party is in obedience to CI-155 of OERC Dist. (Conditions of Supply) Code, 2019 and the complainant is liable to pay the same. Hence, the complaint of the complainant is hereby rejected. The Forum advised the OP to allow suitable installment on the additional bill to the complainant if the complainant desires and the complainant has to adhere the same.

Case is disposed off accordingly.



K.S.PADHIEE
CO-OPTED MEMBER

P.K.SAHOO
MEMBER (Fin.)

K.B.SAHU
PRESIDENT

Copy to: -

1. Sri Hemanta Sahu, At-Rengali, Po-Kamarlaga, Via-Saintala, Dist-Bolangir-767032.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Saintala.
3. DFM/ AFM/ JFM, Titilagarh Electrical Division, TPWODL, Titilagarh.
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."