



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/

360

Dated, the 05/05/2025

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/267/2025																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																								
		Sri Ramesh Kumar Meher, At-Meherpada, Gadhbhitara Road, Po-Patnagarh, Dist-Bolangir		912311040774	9437678668																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Patnagarh		Division Titilagarh Electrical Division, TPWODL, Titilagarh																									
4	Date of Application	21.04.2025																											
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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8	Date(s) of Hearing	21.04.2025																											
9	Date of Order	05.05.2025																											
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 Patnagarh

Appeared:

For the Complainant
For the Respondent

–Sri Ramesh Kumar Meher
–Sri Smarak Panigrahi, Accountant (Representative)

Complaint Case No. BGR/267/2025

Sri Ramesh Kumar Meher,
At-Meherpada, Gadhbhit Road,
Po-Patnagarh, Dist-Bolangir
Con. No. 912311040774

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER
(Dt.05.05.2025)

HISTORY OF THE CASE

The Complainant is a LT-Dom. consumer availing a CD of 1.5 KW. The complainant represented that he was served with abnormal & inflated bill from Jun-2024 to Aug-2024. Against that, he was deposited meter testing fees on 16th Aug. 2024 and after testing, it is found tat the meter is defective. Though the defective meter has been replaced with a new meter but bill has not been revised. For that inflated bill, the arrear outstanding has been accumulated to ₹ 12,033.72p 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 : 21.04.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under ESO-I of Patnagarh Sub-division. The consumer represented that he was served with abnormal & inflated bill from Jun-2024 to Aug-2024. After deposit of meter testing fees, the meter was tested and found that the said meter is defective. The meter has been replaced with a new one but 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 May-2021. The billing dispute raised by the complainant for the inflated KWH recording has been tested and found that the old meter with sl. no. 87379666 is defective. The said defective meter has been replaced with a new meter on 17th Sep. 2024 with meter sl. no. TWST1781874. Thereafter, actual billing is going on. But due to oversight, the disputed period has not yet revised which needs bill revision.

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

CO-OPTE MEMBER

MEMBER (Fin.)
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PRESIDENT

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 1.5 KW. The consumer has availed power supply since 05th May 2021 and the total outstanding upto Mar.-2025 is ₹ 12,033.72p. 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. 87379666 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 dated 16th Aug. 2024, the said meter has been tested by MMG team on 17th Sep. 2024 and found that the said meter is defective for which the said defective meter has been replaced with a new meter on 17th Sep. 2024 with meter no. TWST1781874 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.

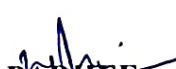
2. The complainant has not paid the monthly bill regularly for which the arrear has been accumulated to ₹ 12,033.72p upto Mar.-2025.

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. The energy bills raised to the consumer from Jun.-2024 to Aug.-2024 is to be revised as per succeeding six months average consumption of new meter by considering IMR : 0 (17.09.2024) & FMR : 329 (Mar.-2025) 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. PADHIE
CO-OPTED MEMBER


P.K. SAHOO
MEMBER (Fin.)


K.B. SAHU
PRESIDENT

Copy to: -

1. Sri Ramesh Kumar Meher, At-Meherpada, Gadhbhit Road, Po-Patnagarh, Dist-Bolangir-767025.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Patnagarh.
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."