



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/

382

Dated, the

15/05/2025

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/274/2025																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																								
		Sri Kalia Padhan, At-Khaliapali, Ward No. 17, Po-Bhaler, Dist-Bolangir		911225071670	9437019601																								
3	Respondent/s	Name S.D.O (Elect.), No. II, TPWODL, Bolangir		Division Bolangir Electrical Division, TPWODL, Bolangir																									
4	Date of Application	29.04.2025																											
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	08.05.2025																											
9	Date of Order	15.05.2025																											
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: GRF, Bolangir

Appeared:

For the Complainant
For the Respondent

–Sri Kalia Padhan
–Smt. Itishree Sahoo, OAG-II (Auth. Representative)

Complaint Case No. BGR/274/2025

Sri Kalia Padhan,
At-Khaliapali, Ward No. 17,
Po-Bhaler, Dist-Bolangir
Con. No. 911225071670

-

COMPLAINANT

-Versus-

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

-

OPPOSITE PARTY

ORDER

(Dt.15.05.2025)

During hearing at Forum office on 08th May 2025, the representative of the consumer Shri Nilanchal Padhan was present & Shri Swadhin Sahu, OAG-II, Balangir-I Sub-division (Authorised representative of SDO-I, Balangir) was present as opposite party.

HISTORY OF THE CASE

The Complaint petition filed by the representative of the consumer Shri Nilanchal Padhan who is a LT-Dom. consumer availing a CD of 1.5 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 ₹ 20,542/- raised in Jan-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 : 08.05.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under REC section of Balangir-II 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 ₹ 20,542/- raised in Jan.-2025 bill

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

CO-OPTED MEMBER

MEMBER (Fin.)

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PRESIDENT

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 Jun-2005. 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 ₹ 20,542.00p raised in Jan-2025, the same has been raised 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 done for the month of Dec-2020 to Oct-2023. On 27th Nov. 2023, the defective meter has been replaced with a new meter with meter no. TWSP51090182. After meter replacement, the monthly bills have been generated on actual basis. The additional bill of ₹ 20,542.00p has been raised based on the consumption pattern of succeeding six months and assessed for the meter defective period for the month of Nov-2021 to Oct-2023 (restricted to two year).

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 1.5 KW. The consumer has availed power supply since 07th Jun. 2005 and total outstanding upto Mar-2025 is ₹ 22,227.99p. 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.

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 ₹ 20,542.00p has been added in the bill of Jan.-2025 which needs to be withdrawn, the OP submitted with relevant record that, average billing was done for the month of Dec-2020 to Oct-2023 due to meter defective. The OP has replaced the defective meter with a new meter on 27th Nov. 2023 with meter no. TWSP51090182 and has been reflected. Thereafter, the monthly energy bill has been raised on actual meter reading basis. The additional bill of ₹ 20,542.00p has been raised under CI-155 of OERC Dist. (Conditions of Supply) Code 2019.



CO-OPTED MEMBER

MEMBER (Fin.)

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PRESIDENT



The Forum has gone through the documents submitted by both parties and observed that average billing has been done for the month of Dec-2020 to Oct-2023 with meter status of "DEFECTIVE". The OP submitted that a new meter has been installed with meter no. TWSP51090182 on 27th Nov. 2023 and thereafter actual billing has been done. In the instant case, it is surprised that the OP has allowed the consumer to continue with defective meter for more than two & half years. Due to delay in installation of new meter, average billing was done which could have been avoided if the OP has installed the meter without delay for which it is advised to the OP to be taken care in future.

In the above case, the OP has exercised CI-155 of OERC Dist. (Conditions of Supply) Code 2019 and raised additional bill of ₹ 20,542.00p in obedience to OERC Dist. (Conditions of Supply) Code 2019.

3. The complainant has not paid the monthly bill regularly for which the total has been accumulated to ₹ 22,227.99p 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 08th May 2025. Hence, the complaint of complainant is hereby rejected.
2. The additional bill of ₹ 20,542.00p 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 Kalia Padhan, At-Khaliapali, Ward No. 17, Po-Bhaler, 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."