



## **GRIEVANCE REDRESSAL FORUM, BOLANGIR**

(Infront of Children's Park),

BOLANGIR-767001, Tel./Fax:-(06652) 235741

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Bench: Er. Kumuda Bandhu Sahu (President),

Sri Prasanta Kumar Sahoo (Member (Finance)), Sri Krupasindhu Padhee, (Co-Opted Member)

Memo No.GRF/BGR/Order/ 380<sup>61</sup>

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/281/2025																										
2	Complainant/s	Name & Address Sri Lokanath Mugri, For Sri Shyam Sundar Mugri, At-Narasinghpur, Po-Badngomunda, Via-Tusura, Dist-Bolangir	Consumer No 911523270067	Contact No. 9668316143																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Tusura	Division Bolangir Electrical Division, TPWODL, Bolangir																									
4	Date of Application	09.05.2025																										
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 &amp; 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 &amp; GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection &amp; 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	09.05.2025																										
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: Camp Court at Tusura

**Appeared:**

For the Complainant -Sri Lokanath Mugri  
For the Respondent -Sri Sanjeeb Kumar Padhi, S.D.O (Elect.), Tusura

**Complaint Case No. BGR/281/2025**

Sri Lokanath Mugri,  
For Sri Shyam Sundar Mugri,  
At-Narasinghpur, Po-Badngomunda,  
Via-Tusura, Dist-Bolangir  
Con. No. 911523270067

- COMPLAINANT

-Versus-

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

- OPPOSITE PARTY

**ORDER**

**(Dt.15.05.2025)**

**HISTORY OF THE CASE**

The Complaint petition filed by the representative of the consumer Shri Lokanath Muguri who is a LT-Dom. consumer availing a CD of 1.5 KW. He has disputed that the existing meter (meter sl. no. TWB605292) has been installed during May-2024 but the OP has been updated this on May-2024 with inflated bill in May-2024. The complainant needs updation of meter replacement date and revision of bill.

The case was heard in detail.

**PROCEEDING OF HEARING DATED : 09.05.2025**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Deogaon section of Tusura Sub-division. The complainant represented that the existing meter has been installed during Dec-2023 but the OP has shown the date as May-2024 which needs to be amended in the billing. Due to such delay meter updation, inflated bill of May-2024 needs bill revision. The complainant raised dispute against the said period and requested before the Forum for suitable revision of the 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.-2003. The dispute raised by the complainant about the meter installation date of existing meter is not based on the facts and hence to be rejected.

Considering the above, the OP requested before the Forum to reject the petition of the complainant and pass order as deemed fit.

CO-OPTED 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 24<sup>th</sup> Sep. 2003 and total outstanding upto Mar.-2025 is ₹ 19,218.23p. As complained by the complainant that the present meter (meter sl. no. TWB605292) has been installed during Dec-2023 but the OP wrongly shown as May- 2024.

The Forum has gone through the documents submitted by both the parties along with FG billing data where the present meter installation date has been punched as 14<sup>th</sup> May 2024. During the course of hearing, the Forum directed the OP to submit the meter protocol sheet which has been generated at the time of meter replacement. The OP was asked seven day time to submit the same after obtaining from MMG team. The OP submitted the same on 13<sup>th</sup> May 2025 where it is shown that the meter has been replaced on 28<sup>th</sup> Dec. 2023. The protocol sheet dated 28<sup>th</sup> Dec. 2023 has been taken into record.


From the above, it is clear evident that the existing meter with meter sl. no. TWB605292 has been installed on 28<sup>th</sup> Dec. 2023.

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 meter replacement date of existing meter (meter sl. no. TWB605292) must be amended to 28<sup>th</sup> Dec. 2023 from 14<sup>th</sup> May 2024.
2. The energy bills raised to the consumer from 28<sup>th</sup> Dec. 2023 to May-2024 is to be revised considering IMR : 0 (28.12.2023) & FMR : 1650 (May-2024) under OERC Distribution Code 2019.
3. DPS is to be levied as per OERC Regulation.
4. 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.PADHEE**  
CO-OPTED MEMBER

  
**P.K.SAHOO**  
MEMBER (Fin.)

  
**K.B.SAHU**  
PRESIDENT

Copy to :-

1. Sri Lokanath Mugri, At-Narasinghpur, Po-Badngomunda, Via-Tusura, Dist-Bolangir-767030.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Tusura.
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."**