



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/ 421⁵¹

Dated, the 10/06/2025

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/296/2025																										
2	Complainant/s	Name & Address Sri Subuddhi Kumar Sahu, At/Po-Bangomunda, Dist-Bolangir	Consumer No 912212020647	Contact No. 8658250896																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Kantabanji	Division Titilagarh Electrical Division, TPWODL, Titilagarh																									
4	Date of Application	20.05.2025																										
5	In the matter of-	<table border="1"><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 border="1"><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	20.05.2025																										
9	Date of Order	10.06.2025																										
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 Kantabanji



Appeared:

For the Complainant - Sri Subuddhi Kumar Sahu
For the Respondent - Sri Kailash Ch. Swain, DFM (Auth. Representative)

Complaint Case No. BGR/296/2025

Sri Subuddhi Kumar Sahu,
At/Po-Bangomunda,
Dist-Bolangir
Con. No. 912212020647

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER

(Dt.10.06.2025)

HISTORY OF THE CASE

The Complainant is a LT-Dom. consumer availing a CD of 1 KW. The complainant represented that he has served with abnormal & inflated bill from Dec-2024 to till date. For that inflated bill, the arrear outstanding has been accumulated to ₹ 1,12,348.61p upto Apr-2025. The complainant raised dispute against the said period and requested before the Forum for suitable revision of bill and replacement of meter.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 20.05.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Tureikela Section of Kantabanji Sub-division. The consumer represented that he was served with abnormal & inflated bill from Dec-2024 onwards and he is in apprehension that the said meter is recording excess than his actual consumption. 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 Apr.-2014. The billing dispute raised by the complainant for the excess billing has no base as all the bills have been raised on actual meter reading basis.

Considering the above, the OP requested before the Forum to reject the petition of the consumer and 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 19th Apr. 2014 and the total outstanding upto Apr.-2025 is ₹ 1,12,348.61p. As

CO-OPTED MEMBER

MEMBER (Fin.)
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PRESIDENT

complained by the complainant and submission of OP, it is observed by the Forum that,

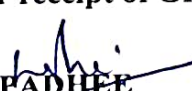
1. The consumer has disputed the accuracy of the meter having meter no. 742068 which has been installed from the date of power supply. Average billing has been done from Feb-2020 to Nov-2024. In Dec-2024, "O" code reading correction has been done with IMR : 1500 & CMR : 24907. Now the consumer has disputed about the accuracy of the said meter. During the course of hearing the Forum directed the complainant to deposit the required meter testing fees of ₹ 500/- with the licensee so that meter testing can be done by the OP. The complainant has deposited the meter testing fees on the same day against MR no. 44741820052505050003. The Forum directed the OP to intimate the MMG team to test the meter and the report must be reached to the Forum office within seven days. The Concerned MMG team has tested the meter on 31st May 2025 and reported that due to burnt of meter terminal, meter testing cannot be done. The report of MMG has been taken into record.
2. Hence, it is concluded that the present meter i.e. meter no. 742068 is a defective one and needs to be replaced with a new one. Accordingly, the bills raised with the said meter from the date of meter installation to the preceding two year needs bill revision under CI-155 & 157 of OERC Distribution Code-2019 to redress the consumer grievances.
3. The complainant has not paid the monthly bill regularly for which the arrear has been accumulated to ₹ 1,12,348.61p upto Apr.-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. A new meter is to be installed immediately to ascertain actual consumption as well as proper billing.
2. Based on succeeding six months average consumption of new meter to be installed, the energy bill of the consumer must be revised from the date of new meter installation to the preceding two year under CI-155 & 157 of OERC Regulation Code 2019.
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 seven months 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 Subuddhi Kumar Sahu, At/Po-Bangomunda, Dist-Bolangir-767040.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Kantabanji.
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:Bhoiagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."