



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/

422

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/298/2025																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																								
		Sri Brundabana Sahu, At-Rajibnagar, Po/Dist-Bolangir		911112031022	7978431477																								
3	Respondent/s	Name S.D.O (Elect.), No. I, TPWODL, Bolangir		Division Bolangir Electrical Division, TPWODL, Bolangir																									
4	Date of Application	21.05.2025																											
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 & 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	06.06.2025																											
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: GRF, Bolangir



Appeared:

For the Complainant

-Sri Anadi Charan Sahu (Auth. Representative)

For the Respondent

-Sri Swadhin Sahu, OAG-II (Auth. Representative)

Complaint Case No. BGR/298/2025

Sri Brundabana Sahu,
At-Rajibnagar,
Po/Dist-Bolangir
Con. No. 911112031022

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER

(Dt.10.06.2025)

The consumer was submitted his grievances on 21st May 2025 regarding serving of inflated bill in the month of Jul-2024. For that, he was deposited meter testing fees of ₹ 590/- (including GST of ₹ 90/-) on 29th Jul.2024 but the OP without testing the meter has replaced that meter with a new meter on 13th Aug. 2024. For that inflated bill, the arrear outstanding has been accumulated to ₹ 8,241.71p upto Apr-2025. The complainant raised dispute against the said period and requested before the Forum for suitable revision of the bill.

HISTORY OF THE CASE

The Complainant is a LT-Dom. consumer availing a CD of 2 KW. The complainant represented that he was served with abnormal bill in Jul-2024 with 351 units for which he has deposited required meter testing fees on 29th Jul. 2024 but the OP without testing the disputed meter has replaced with a new meter on 13th Aug. 2024. The complainant raised dispute against the bill of Jul.-2024 and requested before the Forum for suitable revision of the bill.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 06.06.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under ESO-II section of Balangir-I Sub-division. The consumer represented that he was served with inflated bill in Jul-2024 with 351 units for which he has raised dispute about accuracy of meter and as advised by the office of OP, he has deposited required meter testing fees of ₹ 500/- + ₹ 90/- as GST totalling ₹ 590/- on 29th Jul. 2024. The OP was not tested the meter but replaced the disputed meter with a new one on 13th Aug. 2024 but the old disputed 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.

CO-OPTED MEMBER

MEMBER (Fin.)

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PRESIDENT

PREVIOUS COMPLAINS IF ANY :

Letter no. nil dated 29th Mar. 2025 addressed to ESO-II, Balangir.

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 Mar.-2021. The billing dispute raised by the complainant for the inflated billing done in the month of Jul-2024 is not based on fact as the bill has been generated on actual meter reading basis. Regarding meter testing, the consumer was deposited the required meter testing fees on 29th Jul. 2024 and intimated to MMG team for testing but the MMG team refused to test the meter as the meter was too old. The said disputed meter has been replaced with a new meter on 13th Aug. 2024 with meter sl. no. TWST1796824. Thereafter, actual billing is going on.

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 2 KW. The consumer has availed power supply since 19th Mar. 2021 and the total outstanding upto Apr.-2025 is ₹ 8,241.71p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer has disputed the bill of Jul-2024 and disputed the accuracy of the meter having meter no. 87919627 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 as advised by the office of OP, he has deposited meter testing fees vide MR no. : 44743029072401010001, dated 29th Jul. 2024. But without testing the meter by the licensee, the concerned MMG wing had given the remark that the meter is too old for which the meter cannot tested and replaced the meter with a new one on 13th Aug. 2024 with meter no. TWST1796824. As the old disputed meter was not tested, the dispute has not yet resolved.
2. During the course of hearing, the Forum asked the representative of OP regarding reason of non- conducting of meter testing with meter no. 87919627. The OP replied that the MMG team denied for meter testing as the meter was too old. The Forum was not convinced with such reply and again asked that the meter was installed in Mar-2021 i.e. at the time of release of power supply and was in service just for four years, then how the meter was too old. The representative of OP remained silent in this aspect and could not reply to it. Such an inaction of the opposite party does not cater to resolve the dispute of the Complainant. Thus the Forum cannot appreciate the steps taken by the opposite party in this regard.
3. When a consumer disputed about the meter accuracy and deposited meter testing fees as per CI-107 of OERC Distribution Code, it is the duty of the licensee to test the meter but in this case the licensee has not done this and violated the clauses of Regulation Code. On the other hand, the dispute raised by the consumer remains unresolved. The Forum has recorded this as a **"SERIOUS NOTE"** and warned to act as per OERC guidelines. Hence, the Forum declared the meter as defective w.e.f. Jul-2024 till the date of meter replacement i.e. 13th Aug. 2024.
4. The complainant has not paid the monthly bill regularly for which the arrear has been accumulated to ₹ 8,241.71p upto Apr.-2025.



CO-OPTED MEMBER

MEMBER (Fin.)

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PRESIDENT


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 Jul-2024 to 12th Aug. 2024 is to be revised as per succeeding six months average consumption of new meter by considering IMR: 0 (13.08.2024) & FMR: 1505 (Feb.-2025) under CI-155 & 157 of OERC Distribution Code 2019.
2. The meter testing fees deposited by the consumer on 29th Jul. 2024 is to be refunded in the next month bill deducting GST component.
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 Brundabana Sahu, At-Rajibnagar, Po/Dist-Bolangir-767001.
2. Sub-Divisional Officer, Electrical Sub-Division, No. I, 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."