



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/

422⁵

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/299/2025																																											
2	Complainant/s	Name & Address Sri Haribandhu Naik, At-Radharanipada, Near Goyal Dharamsala, Po/Dist-Bolangir		Consumer No 911124130289	Contact No. 9438001123																																								
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></td><td>2. Billing Disputes</td><td></td><td>√</td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td></td><td>4. Contract Demand / Connected Load</td><td></td><td></td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td></td><td>6. Installation of Equipment & apparatus of Consumer</td><td></td><td></td></tr><tr><td>7. Interruptions</td><td></td><td>8. Metering</td><td></td><td></td></tr><tr><td>9. New Connection</td><td></td><td>10. Quality of Supply & GSOP</td><td></td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td></td><td>12. Shifting of Service Connection & equipments</td><td></td><td></td></tr><tr><td>13. Transfer of Consumer Ownership</td><td></td><td>14. Voltage Fluctuations</td><td></td><td></td></tr><tr><td colspan="5">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 Haribandhu Naik
For the Respondent -Sri Swadhin Sahu, OAG-II (Auth. Representative)

Complaint Case No. BGR/299/2025

Sri Haribandhu Naik,
At-Radharanipada,
Near Goyal Dharamsala,
Po/Dist-Bolangir
Con. No. 911124130289

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER
(Dt.10.06.2025)

HISTORY OF THE CASE

The Complainant is a LT-Dom. consumer availing a CD of 2 KW. The complainant represented that he was given complaint about his previous meter about excess meter reading for which a new meter has been installed on 27th Mar. 2025. The present meter is also recording excess consumption than the actual. For that inflated bill, the arrear outstanding has been accumulated to ₹ 4,164.18p upto Apr-2025. The complainant raised dispute against the said period and requested before the Forum for installation of new meter and suitable revision of energy bill.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 06.06.2025

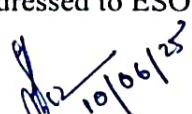
SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under ESO-IV section of Balangir-I Sub-division. The consumer was submitted his grievances on 21st May 2025 regarding serving of inflated bill in the present meter as well as previous meter. For that, he has deposited meter testing fees of ₹ 500/- on 18th Feb. 2025. The said meter was tested on 18th Mar. 2025 and found that there is an error of 20.68% for which a new meter has been installed on 27th Mar. 2025 with meter no. TWST15020927. The consumer apprehended that the present meter is also recording at higher side than his actual consumption and requested for installation of a new meter. For that inflated bill, the arrear outstanding has been accumulated to ₹ 4,164.18p upto Apr-2025. The complainant raised dispute against the said period and requested before the Forum for suitable revision of the bill and installation of new meter.

PREVIOUS COMPLAINS IF ANY :

Letter no. nil, dated 20th Jan. 2025 addressed to ESO-IV, Balangir.


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 May-2008. Based on consumer complaint and deposit of meter testing fees on 18th Feb. 2025, the said meter was tested on 18th Mar. 2025 and found that there is an error of 20.68%, Against that, a new meter has been installed on 27th Mar. 2025 with meter no. TWST15020927. The billing dispute raised by the complainant for the inflated billing has no base and not a genuine dispute as all bills have raised on actual meter reading basis. Hence, the petition of the complainant should be rejected.

Considering the above, the OP requested before the Forum for revision of previous disputed bills and 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 14th May 2008 and total outstanding upto Apr.-2025 is ₹ 4,164.18p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer was earlier disputed about the accuracy of old meter with meter sl. no. LW657472. For that, he was deposited requisite meter testing fees of ₹ 500/- on 18th Feb. 2025. The said disputed meter was tested on 18th Mar. 2025 and found that there is an error of 20.68% for which a new meter with sl. no. TWST15020927 has been installed on 27th Mar. 2025. The consumer is also apprehended that the present meter is also recording excess consumption than his actual consumption. On the other hand, the OP submitted that as a new smart meter has been installed on 27th Mar. 2025 and all bills raised on actual meter reading basis, the previous bill is to be revised as per average consumption of succeeding six months of new meter which is to be done in Sep.-2025.
2. The Forum analysed the past consumption trend and documents submitted by both the parties and directed the OP to conduct a meter test of the present smart meter with the MMG team and submit a report within three working days. The MMG team has tested the meter on 06th Jun. 2025 and submitted the report. The abstract of the report is,
"During site visit of consumer 9111-2413-0289, it is found that meter has no display. Communication LED light is also not blinking. The last communication was 02/06/25. So, due to this, meter can't be tested." The meter test conducted by MMG and report generated on 06th Jun. 2025 has been taken into record.
3. Hence, it is concluded that the present meter i.e. meter no. TWST15020927 is a defective one and needs to be replaced with a new one. Accordingly, the bills raised to the consumer from Mar.-2024 to till the date of meter replacement needs to be revised under CI-155 of OERC Distribution Code-2019 to redress the consumer grievances.
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. 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 Mar.-2024 to till the date of new meter installation under CI-155 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 Haribandhu Naik, At-Radharanipada, Near Goyal Dharamasala, 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."