



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/

486

Dated, the

30/06/2025

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/319/2025																											
2	Complainant/s	Name & Address Sri Shiba Kumar Padhan, For Late Pitambara Padhan, At-Kankaria, Po-Ankriapadar, Via-R.College, Dist-Bolangir		Consumer No 915103050925	Contact No. 7683965055																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Sonepur		Division Sonepur Electrical Division, TPWODL, Sonepur																									
4	Date of Application	13.06.2025																											
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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8	Date(s) of Hearing	13.06.2025																											
9	Date of Order	30.06.2025																											
10	Order in favour of	Complainant	Respondent	✓	Others																								
11	Details of Compensation awarded, if any.	Nil																											

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MEMBER (Fin.)

PRESIDENT

Place of Hearing: Camp Court at Tarbha



Appeared:

For the Complainant - Sri Shiba Kumar Padhan
For the Respondent - Sri Bibekananda Dikshit, S.D.O (Elect.), Sonapur

Complaint Case No. BGR/319/2025

Sri Shiba Kumar Padhan,
For Late Pitambara Padhan,
At-Kankaria, Po-Ankriapadar,
Via-R.College, Dist-Bolangir
Con. No. 915103050925

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**

ORDER

(Dt.30.06.2025)

HISTORY OF THE CASE

The Complaint petition filed by the representative of the consumer Shri Shiba Kumar Padhan who is a LT-Dom. consumer availing a CD of 0.14 KW. He has disputed about the abnormal and inflated billing done from Feb-2025 onwards and in apprehension that the present meter is recording excess consumption than actual consumption. He has filed his grievances for revision of bill and replacement of meter. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 13.06.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Tarbha section of Sonapur Sub-division. The complainant represented that he has been served with abnormal and inflated billing from Feb.-2025 onwards. For that disputed bill, the total outstanding has been accumulated to ₹ 1,01,038.14p upto May-2025. 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 record. On defence, he intimated that the consumer is a LT-Domestic consumer availing power supply since Apr.-2014. The billing dispute raised by the complainant for the abnormal and inflated billing from Feb.-2025 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. Regarding monthly billing, the consumer was billed with "AVERAGE" billing from Oct-Nov/2019 to Jan-2025. During the said disputed period, the meter

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was running but due to erroneous meter status punched by the concerned meter reader, the consumer was billed on average basis. The matter has been detected on 08th Feb. 2025 during Jan.-2025 billing and "O" code meter status correction has been done with CMR : 16527 & IMR : 3205. Accordingly, differential unit of 13321 units of ₹ 66,118.63p has been billed in Jan.-2025 bill (served in Feb-2025). As the bills has been raised on actual meter reading basis, there is no need of bill revision.

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

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 0.14 KW. The consumer has availed power supply since 22nd Apr. 2014 and total outstanding upto May-2025 is ₹ 1,01,038.14p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer represented that erroneous and inflated billing has been done in Jan.-2025 with an amount of ₹ 66,118.63p which needs to be withdrawn. The OP admitted the complaint and submitted that due to erroneous meter status punched by the concerned meter reader in Oct-Nov/2019 billing, the consumer was billed with average basis instead of meter reading basis. The meter status has been rectified on 08th Feb. 2025 with CMR : 16527 & IMR : 3205. In response to that an additional bill of ₹ 66,118.63p has been raised in Jan-2025 bill month. 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 status for more than five years where the meter is in running with OK status in the field for which the consumer has raised dispute. Due to negligence on the part of OP, average billing has been done which could have been avoided for which it is advised to the OP to be taken care in future.

2. During the course of hearing, the complainant also raised dispute about the accuracy of the meter (meter no. LW223171 installed since 31st Jan. 2019) and represented that the said meter is showing excess consumption than actual consumption. In response to that, the Forum directed the complainant to deposit the required meter testing fees with the licensee within seven days and directed the OP to test the meter by the MMG team at the earliest with submission of detailed report to the Forum. Accordingly, the complainant deposited the required testing fees of ₹ 500/- on the same day vide receipt no. 4474571306251010001. The MMG team has tested the meter on 19th Jun. 2025 and submitted the report. The abstract of the PVR is,
"During testing of above meter, the result found OK and within permissible limit. Proper sealing done after testing. Error : 0.46 %." The meter test conducted by MMG team and report generated on 19th Jun. 2025 has been taken into record.

Hence, it is concluded that the present meter i.e. meter no. LW223171 is out of error and the complaint of the complainant is not accepted.



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3. Regarding imposition of additional bill of ₹ 66,118.63p done in Feb.-2025, the OP is of the view that as per meter reading recorded on 08th Feb. 2025, the monthly bill has been recalculated considering IMR : 3205 & CMR : 16527. Accordingly, additional bill has been debited based on the actual consumption as per OERC Regulation.
4. The complainant has not paid the monthly bill regularly for which the total has been accumulated to ₹ 1,01,038.14p upto May-2025.

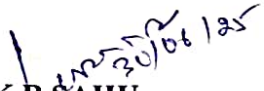
In view of above facts and circumstances and after going through the documents submitted by both the parties, the Forum pronounces the following order as per regulations of the OERC Distribution (Conditions of Supply) Code 2019.

The present meter with sl. no. LW223171 is within permissible limit of error. Hence, the complaint of the petitioner about meter accuracy is hereby rejected. The additional bill of ₹ 66,118.63p raised in Jan-2025 billing for the period 31st Jan. 2019 to Jan.-2025 is genuine and in obedience to OERC Regulation and the consumer 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.PADHEE
CO-OPTED MEMBER


P.K.SAHOO
MEMBER (Fin.)


K.B.SAHU
PRESIDENT

Copy to: -

1. Sri Shiba Kumar Padhan, At-Kankaria, Po-Ankriapadar, Via-R.College, Dist-Bolangir-767002.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Sonapur.
3. DFM/ AFM/ JFM, Sonapur Electrical Division, TPWODL, Sonapur.
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:Bhojnagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."