



## 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/

475<sup>67</sup>

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/330/2025																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																								
		Sri Nilu Suna, For Sri Magsira Suna, At-Bikabahali, Po-Belgaon, Via-Saintala, Dist-Bolangir		912422100234	8658239748																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Saintala		Division Titilagarh Electrical Division, TPWODL, Titilagarh																									
4	Date of Application	18.06.2025																											
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 &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) –		
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) –																													
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																		
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																													
8	Date(s) of Hearing	18.06.2025																											
9	Date of Order	30.06.2025																											
10	Order in favour of	Complainant	Respondent	√	Others																								
11	Details of Compensation awarded, if any.	Nil																											

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

**Place of Hearing:** Camp Court at Belgaon

**Appeared:**

**For the Complainant** –Sri Nilu Suna  
**For the Respondent** –Sri Rakesh Ku. Mishra, Jr. Accountant (Representative)

**Complaint Case No. BGR/330/2025**

Sri Nilu Suna,  
For Sri Magsira Suna,  
At-Bikabahali, Po-Belgaon,  
Via-Saintala, Dist-Bolangir  
Con. No. 912422100234

**COMPLAINANT**

**-Versus-**

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

**OPPOSITE PARTY**

**ORDER**

**(Dt.30.06.2025)**

During Camp Court hearing at Belgaon Camp Court on 18<sup>th</sup> Jun. 2025, the representative of the consumer Shri Nilu Suna was present & Shri Rakesh Kumar Mishra, Jr. Accountant, Saintala Sub-division was also present on behalf of SDO-Saintala as opposite party.

**HISTORY OF THE CASE**

The Complaint petition filed by the consumer Shri Nilu Suna is a LT-Dom. consumer availing a CD of 1 KW. He has disputed about the additional bill of ₹ 10,395.22p raised in the bill of May-2025. Also, he has disputed about the accuracy of present meter installed in May-2024 and in apprehension that the said meter is recording excess consumption than actual consumption. The complainant raised dispute against the said period and requested before the Forum for replacement of meter and suitable revision of bill.

The case was heard in detail.

**PROCEEDING OF HEARING DATED : 18.06.2025**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Belgaon section of Saintala Sub-division. The complainant represented that an additional bill of ₹ 10,395.22p has been debited in the bill of May-2025 illegally which needs to be withdrawn and disputed about the accuracy of present meter installed on 30<sup>th</sup> May 2024. He has requested before the Forum for revision of bill and replacement of present meter.

**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 Nov.-2016. The billing dispute raised by the complainant for the additional bill of ₹ 10,395.22p has been raised in May-2025 bill in obedience to CI-155 of OERC Dist. (Conditions of Supply) Code 2019 which is liable to pay by

**CO-OPTED MEMBER**

**MEMBER (Fin.)**

Page 2 of 4

**PRESIDENT**



the consumer. The reason of additional bill is due to average billing made from Oct-2021 to Apr-2024. On 30<sup>th</sup> May 2024, the defective meter has been replaced with a new meter having meter no. TWB331704. After meter replacement, the monthly bills have been generated on actual basis. The additional bill of ₹ 10,395.22p has been raised based on the consumption pattern of succeeding six months and assessed for the meter defective period restricted to preceding two year. Regarding accuracy of present meter, the complainant should deposit the meter testing fees so that the meter will be tested by MMG team.

Based on 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 1 KW. The consumer has availed power supply since 25<sup>th</sup> Oct. 2009 under DOM tariff category and total outstanding upto May-2025 is ₹ 12,295.20p. As complained by the complainant and submission of OP, it is observed by the Forum that,

As represented by the consumer, an additional bill of ₹ 10,395.22p has been added in the bill of May-2025 which needs to be withdrawn. The OP submitted with relevant record that, the energy meter installed in the premises was gone defective w.e.f. Oct-2021 and continued with same status till Apr.-2024 billing. The OP has been replaced the defective meter with a new meter on 30<sup>th</sup> May 2024 with meter no. TWB331704 and reflected in the bill. Thereafter, the monthly energy bill has been raised on actual meter reading basis. The dispute was raised for imposition of additional bill of ₹ 10,395.22p due to delay replacement of meter by the OP. Off-late, the OP has replaced the meter after two year and seven months of meter defective which violates CI-155 of OERC Distribution (Conditions of Supply) Code-2019 and also attracts under Schedule-III of Guaranteed Standard of Performance of OERC Distribution (Conditions of Supply) Code. Hence, it is advised the OP to be more pro-active for replacement of defective meter within standard time as prescribed by Hon'ble OERC. In the instant case, the OP has exercised CI-155 of OERC Dist. (Conditions of Supply) Code 2019.

The energy meter of the consumer has been replaced with a new technological upgraded meter on 30<sup>th</sup> May 2024 with meter sl. no. TWB331704. The consumer has been disputed the accuracy of the meter 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. The MMG team has tested the meter on 23<sup>rd</sup> Jun. 2025 and submitted the report. The abstract of the PVR is,

**“Meter test result found within limit.”**

The meter test conducted by MMG team and report generated on 23<sup>rd</sup> June 2025 has been taken into record. Hence, it is concluded that the present meter i.e. meter no. TWB331704 is out of error.

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 additional bill of ₹ 10,395.22p has been raised by the opposite party in the bill of May-2025 is in obedience to CI-155 of OERC Dist. (Conditions of Supply) Code, 2019

CO-OPTED MEMBER

MEMBER (Fin.)  
Page 3 of 4

PRESIDENT

and the complainant 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.

2. The accuracy of meter (meter sl. no. : TWB331704) disputed by the complainant was tested on 23<sup>rd</sup> Jun. 2025 and found error is within permissible limit. Hence, the petition of the complainant regarding dispute on meter accuracy is hereby rejected.

Case is disposed off accordingly.



**K.S.PADHEE**  
CO-OPTED MEMBER

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

**K.B.SAHU**  
PRESIDENT

Copy to: -

1. Sri Nilu Suna, At-Bikabahali, Po-Belgaon, Via-Saintala, Dist-Bolangir-767032.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Saintala.
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](http://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."