



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/ 525

Dated, the 24/07/2025

Corum: Er. Kumuda Bandhu Sahu - President
Sri Prasanta Kumar Sahoo - Member (Finance)
Sri Krupasindhu Padhee - Co-Opted Member

1	Case No.	Complaint Case No. BGR/374/2025																										
2	Complainant/s	Name & Address	Consumer No	Contact No.																								
		Sri Rabindranath Panda, At-Bagichapada, Po-Sindhekela, Dist-Bolangir	912124010226	9937577471																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Titilagarh	Division Titilagarh Electrical Division, TPWODL, Titilagarh																									
4	Date of Application	16.07.2025																										
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	16.07.2025																										
9	Date of Order	24.07.2025																										
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 Sindhekela



Appeared:

For the Complainant - Sri Rabindranath Panda
For the Respondent - Sri Kailash Chandra Swain, DM (F&C) (Representative)

Complaint Case No. BGR/374/2025

Sri Rabindranath Panda,
At-Bagichapada, Po-Sindhekela,
Dist-Bolangir
Con. No. 912124010226

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER
(Dt.24.07.2025)

During Camp Court hearing at Sindhekela Section Office on 16th Jul. 2025, the consumer Shri Rabindra Nath Panda was present & Shri Kailash Chandra Swain, Dy. Manager (Fin. & Com.), Titilagarh division was present on behalf of SDO-Titilagarh as opposite party.

HISTORY OF THE CASE

The Complaint petition filed by the consumer Shri Rabindra Nath Panda who is a LT-Dom. consumer availing a CD of 1.5 KW. He has disputed about the additional bill of ₹ 19,188.82p raised in the bill of May-2025. Also, he was disputed about the accuracy of present meter installed in Apr.-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 : 16.07.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Sindhekela section of Titilagarh Sub-division. The complainant represented that an additional bill of ₹ 19,188.82p 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 28th Apr. 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.-2002. The billing dispute raised by the complainant for the additional bill of ₹ 19,188.82p 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 the consumer. The reason of additional bill due to average billing made from Jun-2022 to Mar-

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2024. On 28th Apr. 2024, the defective meter has been replaced with a new meter having meter no. TWST1731311. After meter replacement, the monthly bills have been generated on actual basis. The additional bill of ₹ 19,188.82p has been raised based on the consumption pattern of succeeding six months and assessed for the meter defective period i.e. from Jun-2022 to Mar-2024. 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 1.5 KW. The consumer has availed power supply since 24th Nov. 2002 under DOM tariff category and total outstanding upto Jun.-2025 is ₹ 22,130.56p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. As represented by the consumer, an additional bill of ₹ 19,188.82p 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. Jun.-2022 and continued with same status till 27th Apr. 2024. The OP has replaced the defective meter with a new meter on 28th Apr. 2024 with meter no. TWST1731311 and reflected in the bill. Thereafter, the monthly energy bill has been raised on actual meter reading basis. The dispute has raised for imposition of additional bill of ₹ 19,188.82p due to delay replacement of meter by the OP. Off-late, the OP has replaced the meter after One year and ten 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 28th Apr. 2024 with meter sl. no. TWST1731311. 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 20th Jul. 2025 and submitted the report. The abstract of the PVR is,

"As per consumer complaint, the single phase meter was tested. The result were found within permissible limit i.e. 0.56%."

The meter test conducted by MMG team and report generated on 20th Jul. 2025 has been taken into record. Hence, it is concluded that the present meter i.e. meter no. TWST1731311 is out of error.

2. During the course of hearing, the OP admitted with the billing complaints and intimated that they have initiated re-assessment of upward assessment observing departmental guidelines. Accordingly, the re-assessed amount has been recalculated with the consumption and an amount of ₹ 17,740.83p is to be debited and ₹ 19,188.82p which was debited in the bill of May-2025 is to be withdrawn from the arrear outstanding.

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.

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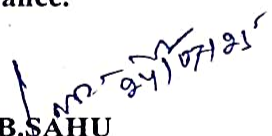
1. The accuracy of meter (meter sl. no. : TWST1731311) disputed by the complainant has tested on 20th Jul. 2025 and found error is within permissible limit. Hence, the petition of the complainant regarding dispute on meter accuracy is hereby rejected.
2. The OP has initiated the re-assessment of upward assessed amount and the petitioner has convinced with the proposal. Accordingly, the re-assessed amount of ₹ 17,740.83p is to be debited and the upward assessment of ₹ 19,188.82p which was debited in the bill of May-2025 is to be withdrawn. Hence, the Forum directed the OP to carry-out the revision proposal and must be reflected in the next bill.

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 Rabindranath Panda, At-Bagichapada, Po-Sindhekela, Dist-Bolangir-767035.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Titilagarh.
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:Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."