



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/ 606

Dated, the 19/08/2025

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/444/2025																											
2	Complainant/s	Name & Address Sri Saroj Kumar Meher, For Sri Nrupa Raju, At/Po-Patnagarh, Ramjee Chowck, Dist-Bolangir		Consumer No 912311040130	Contact No. 9937933471																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Patnagarh		Division Titilagarh Electrical Division, TPWODL, Titilagarh																									
4	Date of Application	12.08.2025																											
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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8	Date(s) of Hearing	12.08.2025																											
9	Date of Order	19.08.2025																											
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 Patnagarh

Appeared:

For the Complainant - Sri Saroj Kumar Meher
For the Respondent - Sri Debadatta Mahapatra, S.D.O (Elect.), Patnagarh

Complaint Case No. BGR/444/2025

Sri Saroj Kumar Meher, - **COMPLAINANT**
For Sri Nrupa Raju,
At/Po-Patnagarh, Ramjee Chowck,
Dist-Bolangir
Con. No. 912311040130

-Versus-

Sub-Divisional Officer, - **OPPOSITE PARTY**
Electrical Sub-Division,
TPWODL, Patnagarh

ORDER
(Dt.19.08.2025)

During Camp Court hearing at Patnagarh on 12th Aug. 2025, the representative of the consumer Sri Saroj Kumar Meher was present & Shri Debadatta Mahapatra, SDO-Patnagarh was present as opposite party.

HISTORY OF THE CASE

The Complainant is a LT-Dom. consumer availing a CD of 0.5 KW. The complainant represented that he was served with abnormal & inflated bill from Mar-2024 to Jul-2024. Against that, he has deposited meter testing fees and after testing, it is found that the meter is defective. Though the defective meter has been replaced with a new meter on Jul.-2024 but bill has not been revised. For that inflated bill, the arrear outstanding has been accumulated to ₹ 5,055.38p upto Jul.-2025. The complainant raised dispute against the said period and requested before the Forum for suitable revision of the bill.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 12.08.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under ESO-I of Patnagarh Sub-division. The consumer represented that he was served with abnormal & inflated bill from Mar-2024 to Jul-2024. After deposit of meter testing fees, the meter was tested and found that the said meter is defective. The meter has been replaced with a new one but bill has not yet been 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

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 prior to Apr-1999. The billing dispute raised by the complainant for the inflated KWH recording has been tested and found that the old meter with sl. no. WCG19467 is defective. The said defective meter has been replaced with a new meter on 20th Aug.2024 with meter sl. no. TWSP51194378. Thereafter, actual billing is going on. But due to oversight, the disputed period has not yet revised which needs bill revision.

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 0.5 KW. The consumer has availed power supply prior to Apr-1999 and the total outstanding upto Jul.-2025 is ₹ 5,055.38p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer was disputed the accuracy of the meter having meter no. WCG19467 which was installed on Sep-2015 and represented that the said meter is showing excess consumption than actual consumption. Based on his complaint and deposit of meter testing fees, the said meter has been tested by MMG team on 27th Jul. 2024 and found that there is an error of 36.33% for which the said defective meter has been replaced with a new meter on 20th Aug. 2024 with meter no. TWSP51194378 and thereafter actual billing is going on.

Based on the meter test report, the OP needs to revise the bill but till date, they have not done it which violates CI-108 (v) (vi) of OERC Regulation Code 2019. Also, bill revision must have to be done under CI-155 of OERC Regulation Code 2019 which the OP fails to do so.

2. During the course of hearing, the OP has admitted with the billing complaints and initiated bill revision process on the spot observing departmental guidelines. Accordingly, the monthly bill has been recalculated with the consumption of new meter and an amount of ₹ 3,103.67p is to be withdrawn from the arrear outstanding.
3. The complainant has not paid the monthly bill regularly for which the arrear has been accumulated to ₹ 5,055.38p upto Jul.-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 OP has agreed with the billing dispute and revised the bill on spot and the petitioner was convinced with the proposed withdrawal amount of ₹ 3,103.67p. Hence, the Forum directed the OP to carry-out the revision proposal and must be reflected in the next bill.



CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT



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 Saroj Kumar Meher, At/Po-Patnagarh, Ramjee Chowck, Dist-Bolangir-767025.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Patnagarh.
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."