



## 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/ 874<sup>5</sup>

Dated, the 12/09/2024

**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/452/2024		
2	Complainant/s	Name & Address Sri Jagabandhu Meher, At-Kharjura, Po-Khari, Dist-Sonepur	Consumer No 915102070025	Contact No. 9861590792
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Sonepur	Division Sonepur Electrical Division, TPWODL, Sonepur	
4	Date of Application	12.07.2024		
5	In the matter of-	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	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	12.07.2024		
9	Date of Order	12.09.2024		
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 Khari

**Appeared:**

**For the Complainant** -Sri Jagabandhu Meher  
**For the Respondent** -Sri Bibekananda Dikshit, S.D.O (Elect.), Sonapur

**Complaint Case No. BGR/452/2024**

Sri Jagabandhu Meher, - **COMPLAINANT**  
At-Kharjura,  
Po-Khari,  
Dist-Sonepur  
Con. No. 915102070025

**-Versus-**

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



**ORDER**  
**(Dt.12.09.2024)**

**HISTORY OF THE CASE**

The Complainant is a LT-Dom. consumer availing a CD of 2 KW. The complainant represented that he was getting abnormal & inflated bill after meter replacement done in Mar-2024. For that inflated bill, the arrear has been accumulated to ₹ 1,79,532.20p upto Jun.-2024. The complainant raised dispute against the said period and requested before the Forum for installation of new meter & suitable revision of bill.

The case was heard in detail.

**PROCEEDING OF HEARING DATED : 12.07.2024**

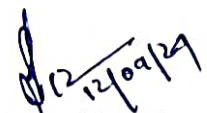
**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Khari Section of Sonapur Sub-division. The consumer represented that he was getting abnormal & inflated bills from Mar-2024 onwards after replacement of meter. For that, the arrear has been accumulated to ₹ 1,79,532.20p upto Jun.-2024. The complainant raised dispute against the said period and requested before the Forum for installation of new meter & suitable revision of bill.

**SUBMISSION OF OPPOSITE PARTY DURING HEARING**

The OP appeared before the Forum with billing ledger from Feb-Mar/2001 to Jun-2024. 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 billing after replacement of meter done in Mar-2024 has no base as all the bills have been generated on actual meter reading basis. Hence, the petition of the complainant should be rejected.

  
**CO-OPTED MEMBER**

  
**MEMBER (Fin.)**  
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**PRESIDENT**



Considering 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 2 KW. The consumer has availed power supply prior to Apr-1999 and the arrear outstanding upto Jun.-2024 is ₹ 1,79,532.20p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer is being billed on actual meter reading basis during the disputed period i.e. from Mar.-2024 where a new meter has been installed on 20<sup>th</sup> Mar. 2024 with meter no. TWSP51151257, make : HPL whereas the complainant has disputed there is error in the present meter for which it has recorded excess consumption than actual consumption. To resolve the issue, the Forum during the course of hearing directed the complainant to deposit the required meter testing fees of ₹ 500/- + GST @ 18% with the licensee so that the meter will be tested at site by the MMG team. But the complainant has not deposited the required fees. The OP reminded him again to deposit the testing fees but till date the complainant has not deposited. Also, there is no response from the complainant end.
2. Taking the above into consideration, the complainant fails to comply the direction given by the Forum regarding deposit of meter testing fees so that his grievances could have been redressed. The Forum has taken this as a **SERIOUS NOTE** for such non-compliance of direction of Forum at the end of the complainant.
3. The complainant has not paid the monthly bill regularly for which the arrear has been accumulated to ₹ 1,79,532.20p upto Jun.-2024.



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 complainant has failed to comply the direction of the Forum during the hearing dated 12<sup>th</sup> Jul. 2024. Hence, the complaint of complainant 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 Jagabandhu Meher, At-Kharjura, Po-Khari, Dist-Sonepur.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Sonepur.
3. DFM/ AFM/ JFM, Sonepur Electrical Division, TPWODL, Sonepur.
4. Superintending Engineer, Electrical Circle, TPWODL, Bolangir.
5. Chief Legal, Head Quarter Office, TPWODL, Burla.

**"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."**