



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/ 1089 (9)

Dated, the 30/11/2024

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/714/2024																											
2	Complainant/s	Name & Address Sri Shankar Meher, For Sri Kirti Chandra Meher, At/Po-Jarasingha, Dist-Bolangir		Consumer No 911524030284	Contact No. 7735219070																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Tusura		Division Bolangir Electrical Division, TPWODL, Bolangir																									
4	Date of Application	06.11.2024																											
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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6. Others																													
8	Date(s) of Hearing	06.11.2024																											
9	Date of Order	30.11.2024																											
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 Jarasingha

Appeared:

For the Complainant -Sri Shankar Meher
For the Respondent -Sri Dipak Kumar Kar, Accountant (Representative)

Complaint Case No. BGR/714/2024

Sri Shankar Meher,
For Sri Kirti Chandra Meher,
At/Po-Jarasingha,
Dist-Bolangir
Con. No. 911524030284

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER
(Dt.30.11.2024)

HISTORY OF THE CASE

The Complaint petition filed by the representative of the consumer Shri Shankar Meher is a LT-Dom. consumer availing a CD of 1.5 KW. The complainant represented that he is being served with abnormal & inflated bill after installation of new meter in Jun.-2023. For that inflated bill, the arrear has been accumulated to ₹.41,759.26p upto Oct.-2024. 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 : 06.11.2024

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Deogaon section of Tusura Sub-division. The consumer represented that he is served with abnormal & inflated bill from the date of installation of new meter since Jun.-2023 and he is under 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 suitable revision of the bill and replacement of meter.

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 since Nov.-2004. The billing dispute raised by the complainant for the inflated billing from Jun-2023 i.e after replacement of meter is not a genuine dispute as all bills were raised 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 1.5 KW. The consumer has availed power supply since 05th Nov. 2004 and the arrear outstanding upto Oct.-2024 is ₹ 41,759.26p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The energy meter with sl. no. TWSP51002834 has been installed in the consumer premises on 27th Jun. 2023. The consumer was disputed the accuracy of the meter and represented that the said meter is showing excess consumption than actual consumption.
2. 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 at the earliest with submission of detailed report to the Forum. Accordingly, the complainant deposited the required testing fees of ₹ 500/- + GST @ 18% totalling ₹ 590/- on 26th Nov. 2024 vide receipt no. 44743726112401020001. The OP was arranged for meter testing by MMG team and the MMG team tested the meter on 29th Nov. 2024 and submitted the report. The abstract of the PVR is,
"During testing found meter no. TWSP51002834 accuracy (+) 0.17%. Hence meter is OK."
The meter test conducted by MMG and report generated on 29th Nov. 2024 has taken into record.
3. Hence, it is concluded that the present meter i.e. meter no. TWSP51002834 is OK.

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 meter disputed by the complainant i.e. meter sl. no. TWSP51002834 has been tested and found error within permissible limit. Hence, the petition of the complainant regarding dispute on meter accuracy is hereby rejected and directed to clear the arrear outstanding.

Case is disposed off accordingly.


K.S. PADHEE
CO-OPTED MEMBER


P.K. SAHOO
MEMBER (Fin.)


K.B. SAHU
PRESIDENT

Copy to: -

1. Sri Shankar Meher, At/Po-Jarasingha, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Tusura.
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 → 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."