



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/ 158⁽⁶⁾

Dated, the 28/02/2025

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/73/2025																																											
2	Complainant/s	Name & Address Sri Rajesh Kumar Patel, For M/s Umiya Stone Crusher, At-Gandhinagarpada, Po/Dist-Bolangir		Consumer No 911001040101	Contact No. 8327789451																																								
3	Respondent/s	Name (1) EE, BED, TPWODL, Bolangir (2) EE, MRT, TPWODL, Bolangir		Division Bolangir Electrical Division, TPWODL, Bolangir																																									
4	Date of Application	06.02.2025																																											
5	In the matter of-	<table><tr><td>1. Agreement/Termination</td><td></td><td>2. Billing Disputes</td><td></td><td>✓</td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td></td><td>4. Contract Demand / Connected Load</td><td></td><td></td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td></td><td>6. Installation of Equipment & apparatus of Consumer</td><td></td><td></td></tr><tr><td>7. Interruptions</td><td></td><td>8. Metering</td><td></td><td></td></tr><tr><td>9. New Connection</td><td></td><td>10. Quality of Supply & GSOP</td><td></td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td></td><td>12. Shifting of Service Connection & equipments</td><td></td><td></td></tr><tr><td>13. Transfer of Consumer Ownership</td><td></td><td>14. Voltage Fluctuations</td><td></td><td></td></tr><tr><td colspan="5">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) 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	20.02.2025																																											
9	Date of Order	28.02.2025																																											
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: GRF, Bolangir

Appeared:

For the Complainant - Sri Rajesh Kumar Patel
For the Respondent - (1) Sri Srikanta Satpathy, AFM (Auth. Representative)
(2) Sri Anil Kumar Patra, S.E, MRT, Bolangir (Representative)

Complaint Case No. BGR/73/2025

Sri Rajesh Kumar Patel,
For M/s Umiya Stone Crusher,
At-Gandhinagarpada,
Po/Dist-Bolangir
Con. No. 911001040101

-

COMPLAINANT

-Versus-

Executive Engineer,
Bolangir Electrical Division,
TPWODL, Bolangir
Executive Engineer,
MRT Circle, TPWODL, Bolangir

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OPPOSITE PARTY



ORDER
(Dt.28.02.2025)

The complainant has filed a complaint on 25th Jan. 2025 which has registered as Case no. 73/2025. He has disputed on the following two points,

1. Raising of fixed charge / MMFC on higher side from Mar.-2022
2. Imposition of meter rent from Oct-2023 onwards.

Notice was issued to both the parties alongwith WA message & e-mail to remain present on 25th Feb. 2025 at 10.30 AM.

HISTORY OF THE CASE

At present, the Complainant was a LT-Small Ind. Category consumer with a CD of 19 KW under Bolangir Electrical Division. Initially, the consumer was availed power supply on 02nd Nov. 2004 with a CD of 69 KW under HT-Med. Ind. Category tariff. Subsequently, he was allowed to avail a reduced load of 19 KW under LT-Small Industry category tariff w.e.f. Apr-2022. But, MMFC was charged as per prevailing tariff i.e. HT-Med. Ind. Tariff instead of LT-Small Ind. Tariff for which the complainant raised dispute for bill revision. Secondly, the complainant submitted that meter rent is being charged from Jun-2023 where he has paid the meter cost at the time of availing power supply and requested for waiver of meter rent.

PROCEEDING OF HEARING DATED : 20.02.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant has reiterated the issues mentioned in the complaint letter and requested before the Forum to direct the OP for suitable bill revision.

CO-OPTED MEMBER

MEMBER (Fin.)
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PRESIDENT

SUBMISSION OF OPPOSITE PARTY DURING HEARING

The authorized representative of OP appeared before the Forum with written version of OP. The OP submitted that the consumer has been allowed for reduced load of 19 KW under LT-Small Industry Category tariff w.e.f Apr-2022. Prior to that, he was allowed for a CD of 69 KW under HT-Med. Ind. Tariff category. Subsequently, based on his application, he was allowed for load reduction on 28th Mar. 2022 for a CD of 19 KW under LT-Small Ind. Tariff category. But, due to communication error between the consumer & the OP, the category change has not been effected in the billing software. After receipt of complaint from the learned Forum, they have initiated bill revision by calculating the MMFC under the amended category. Accordingly, an amount of ₹ 24,000/- is to be withdrawn from the arrear outstanding. Regarding imposition of meter rent, against the old meter, a new meter with sl. no. TWSL11001706 has been installed on 17th Jun. 2023. As per OERC Regulation, the meter rent has been charged. If the complainant wants to deposit the meter cost, he has to apply for deposit of meter cost and to make payment in line with estimate framed by the OP.

Considering the above, the OP requested before the Forum to pass order as deemed fit.

FINDINGS AND ANALYSIS OF THE FORUM

The complainant is presently availing power supply under LT-Small Ind. Supply with 19 KW w.e.f. Apr-2022. Before that, he was availed power supply for a CD of 63 KW under HT-Med. Ind. Supply tariff category. Though CD reduction has been captured in the billing but tariff category remains unchanged from Apr-2022 to Apr-2024. In May-2024, the amended tariff category reflected in billing software but excess claim of MMFC has not yet revised for which the complainant appealed before the Forum. The OP admitted the complaint and submitted that due to communication error, the revised tariff category implemented in late in the billing. Hence, the excess MMFC claimed from Apr-2022 to Apr-2024 needs bill revision. After receipt of complaint, the OP initiated bill revision and accordingly an amount of ₹ 24,000/- is to be withdrawn towards MMFC against the arrear outstanding. The complainant was convinced with the revision process.

Secondly, the OP stated that regarding imposition of meter rent, the meter rent is being levied as per OERC Regulation. If the complainant wants to deposit the residual part of meter cost, he has to apply before the office of OP. Accordingly, an estimate will be framed and to be intimated the consumer for making payment.

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 OP was agreed with the billing dispute against the imposition of MMFC and initiated bill revision process with a withdrawal amount of ₹ 24,000/-. Hence, the Forum directed the OP to carry-out the revision proposal and must be reflected in the next bill.
- (2) The complainant is advised to apply before the OP towards deposit of meter cost and thereon the OP is advised to frame an estimate and intimate the complainant for making payment.

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 Rajesh Kumar Patel, At-Gandhinagarpada, Po/Dist-Bolangir.
2. Executive Engineer, Bolangir Electrical Division, TPWODL, Bolangir.
3. Executive Engineer, MRT Circle, TPWODL, Bolangir.
4. DFM/ AFM/ JFM, Bolangir Electrical Division, TPWODL, Bolangir.
5. Superintending Engineer, Electrical Circle, TPWODL, Bolangir.
6. 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."