



## 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/ 1173

Dated, the 31/12/2024

**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/741/2024																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																								
		Sri Purandar Dalbehera, At-Gandhinagarpada, Infront of Bharat Petrol Pump, Po/Dist-Bolangir		911124140139	9437550166																								
3	Respondent/s	Name S.D.O (Elect.), No. 1, TPWODL, Bolangir		Division Bolangir Electrical Division, TPWODL, Bolangir																									
4	Date of Application	30.11.2024																											
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 &amp; 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 &amp; GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection &amp; 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) 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	19.12.2024																											
9	Date of Order	31.12.2024																											
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: GRF, Bolangir

**Appeared:**

For the Complainant -Sri Purandar Dalbehera  
For the Respondent -Sri Swadhin Sahu, OAG-II (Auth. Representative)

**Complaint Case No. BGR/741/2024**

Sri Purandar Dalbehera,  
At-Gandhinagarpada,  
Infront of Bharat Petrol Pump,  
Po/Dist-Bolangir  
Con. No. 911124140139

- COMPLAINANT

-Versus-

Sub-Divisional Officer,  
Electrical Sub-Division, No. I,  
TPWODL, Bolangir

- OPPOSITE PARTY



**ORDER**  
**(Dt.31.12.2024)**

During hearing at GRF office on 19<sup>th</sup> Dec. 2024, the consumer Shri Purandar Dalbehera was present & Shri Swadhin Sahu, OAG-II, Balangir-I Sub-division was present as opposite party.

**HISTORY OF THE CASE**

The Complainant is a LT-Dom. consumer availing a CD of 1 KW. The complainant represented that he has being served with abnormal & inflated in Jul-2023 with 12472 units. For that inflated bill, the arrear has been accumulated to ₹ 92,034.54p upto Nov.-2024. 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: 19.12.2024**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under ESO-IV section of Balangir-I Sub-division. The consumer represented that he has served with abnormal & inflated bill in Jul-2023 with 12472 units and also 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 replacement of meter and suitable revision of bill.

**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 Aug.-2013. The billing dispute

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PRESIDENT



raised by the complainant for the inflated billing from Jul.-2023 is not a genuine dispute as all bills are raised on actual meter reading basis. Regarding, accuracy of meter, if the consumer desires the meter can be tested by depositing of meter testing fees.

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 KW. The consumer has availed power supply since 14<sup>th</sup> Aug. 2013 and the arrear outstanding upto Nov.-2024 is ₹ 92,034.54p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer represented that erroneous reading & inflated billing was done Jul-2023 with 12472 units which needs bill revision as per actual meter reading. Also he raised dispute about the said meter accuracy.
2. The OP submitted that all the bills has been raised on actual meter reading basis. Hence, there is no requirement of bill revision. Regarding meter accuracy, the meter can be tested after deposit of meter testing fees. 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. Accordingly, the complainant deposited the required testing fees of ₹ 500/- + GST @ 18% totalling ₹ 590/- on the same day vide receipt no. 44741019122401010001. The MMG team has tested the meter on 26<sup>th</sup> Dec. 2024 and submitted the report. The abstract of the PVR is,

***"During meter testing, meter accuracy found within limit of error, % of error : (-) 0.03"***

The meter test conducted by MMG team and report generated on 26<sup>th</sup> Dec. 2024 has been taken into record. Hence, it is concluded that the present meter is out of error.

The Forum analysed the billing pattern & meter replacement history. It is observed that provisional billing was done from Jul-2021 to Jun-2023 with meter no. LW637080 and in Jul-2023, meter change was recorded with meter no. LW653372. As per FG meter replacement database, on 02<sup>nd</sup> Aug. 2023 only meter no. data upgradation has been done with a remarks "NO CHANGE". Hence, the forum is of the opinion that the existing meter no. LW653372 has been replaced in Jul-2021 not in 02<sup>nd</sup> Aug. 2023.

3. The complainant has not paid the monthly bill regularly for which the arrear has accumulated to ₹ 92,034.54p upto Oct.-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.

1. The disputed meter i.e. sl. no. LW653372 was tested on 26<sup>th</sup> Dec. 2024 and found error is within permissible limit. Hence, the petition of the complainant regarding dispute on meter accuracy is hereby rejected.

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2. The energy bills raised to the consumer from Jul.-2021 to Jun-2023 is to be revised as per actual consumption of meter by considering IMR : 0 (Jul.-2021) & FMR : 14744 (Jul-2023) under CI-155 & 157 of OERC Distribution Code 2019.
3. DPS is to be levied as per OERC Regulation.
4. All sundries and adjustments are to be considered during the above revision period.

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 Purandar Dalbehera, At-Gandhinagarpada, Infront of Bharat Petrol Pump, Po/Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, No. I, TPWODL, Bolangir.
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](http://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,"**