



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/ 19th

Dated, the 17/01/2025

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/748/2024																										
2	Complainant/s	Name & Address Smt. Saraswati Patra, For Late Sudarshan Patra, At-Tulsinagar, Po/Dist-Bolangir	Consumer No 911112010745	Contact No. 8658191269																								
3	Respondent/s	Name S.D.O (Elect.), No. I, TPWODL, Bolangir	Division Bolangir Electrical Division, TPWODL, Bolangir																									
4	Date of Application	07.12.2024																										
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) 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	09.01.2025																									
9	Date of Order	17.01.2025																										
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: (Dt.19.12.2024 & Dt.09.01.2025)

For the Complainant -Smt. Saraswati Patra

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

Complaint Case No. BGR/748/2024

Smt. Saraswati Patra,
For Late Sudarshan Patra,
At-Tulsinagar,
Po/Dist-Bolangir
Con. No. 911112010745

- COMPLAINANT

-Versus-

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

- OPPOSITE PARTY

ORDER

(Dt.17.01.2025)

HISTORY OF THE CASE

The Complaint petition filed by the representative of the consumer Smt. Saraswati Patra who is a LT-Dom. consumer availing a CD of 2 KW. She has disputed about the abnormal bill of ₹ 1,84,941.24p added in the bill of Oct-2024. The complainant prayed before the Forum to withdraw of such additional bill. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 19.12.2024

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Section-II of Balangir-I Sub-division. The complainant represented that she was served with erroneous bill in the month of Oct.-2024 with an additional bill of ₹ 1,84,941.24p without any valid reason. For that, the total outstanding has been accumulated to ₹ 2,12,356.74p upto Nov.-2024. The complainant raised dispute against the said additional bill and requested before the Forum for withdrawal of additional bill.

PREVIOUS COMPLAINS IF ANY :

Letter addressed to SDO-I, Balangir on 28th Oct. 2024 with due acknowledgement.

SUBMISSION OF OPPOSITE PARTY DURING HEARING

The authorized representative of the OP appeared before the Forum with the following documents,

- Authorisation letter of OP in the name of Shri Swadhin Sahu, OAG-II, Balangir-I Subdivision
- Ledger copy from Feb-Mar/2001 to Nov.-2024
- Written version of OP
- Calculation sheet regarding debit bill of ₹ 1,84,941.24p debited in Oct-2024 bill

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PRESIDENT

On defence, he intimated that the consumer is a LT-Domestic consumer availing power supply prior to Apr-1999. The billing dispute raised by the complainant against the debit bill of ₹ 1,84,941.24p has been raised as per meter reading against meter no. WCG07311. The consumer was billed with provisional & average bill from Feb-2020 with CMR : 6000 till May-2024. On 21st Jul. 2024, the said meter has been replaced with a new smart meter with sl. no. TWSP1197356. At the time of meter replacement carried out by MMG team, it is found that the meter status is OK and CMR on that date is 44075 (21.07.2024). Accordingly, the differential unit has been calculated as below,

IMR OF FEB-2020	6000
CMR ON 19.07.2024	44075
	38075

Hence, the debit bill has been raised on the basis of actual meter reading for which no bill revision is required.

Considering the above, the OP requested before the Forum to reject the petition of the consumer and 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 total outstanding upto Nov.-2024 is ₹ 2,12,356.74p. As complained by the complainant and submission of OP, it is observed by the Forum that,

The consumer represented about the additional bill of ₹ 1,84,941.24p raised in the bill of Oct-2024 which has no valid reason and needs to be withdrawn. The OP submitted that the bill has been raised on the basis of actual meter reading against meter no. WCG07311 and the said meter has been replaced on 21st Jul. 2024 with a new smart meter with sl. no. TWSP1197356.

The Forum analysed the documents submitted by both the parties and has not convinced with the submission of OP with the following grounds,

1. The OP has not taken meter reading since Feb-2020 to Sep-2021 with a remarks "PREMISES LOCKED" for which the consumer was billed with Provisional billing and from the subsequent month i.e. Oct-2021, the said meter (WCG07311) declared as "DEFECTIVE" and the same meter exists in the consumer premises till 20th Jul. 2024. During meter replacement by MMG team on 21st Jul. 2024 reported that the said meter is running and CMR is 44075. It is not understood how a meter declared as defective earlier by the licensee again reported with OK status. In response to that the OP asks some time to collect the information from MMG team to submit before the Forum.
2. As submitted by OP, they have raised the disputed additional bill based on the report of MMG team. The MMG has replaced the meter on 21st Jul. 2024 but additional bill has been raised on 13th Sep. 2024 i.e after 1 month & 24 days. The OP stated that the delay was due to approval of approving authority. The Forum is not satisfied with the reason of delay.

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MEMBER (Fin.)

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PRESIDENT

Based on the request of OP to allow some time in Sl. no.-1 stated above to submit additional documents, the Forum allowed ten days time to submit documents. The Forum also directed the OP to submit the laboratory test result of the old meter (WCG07311). According, the next date of hearing was fixed on 09th Jan. 2025. Accordingly, notice was issued to both the parties to remain present on the said date.

PROCEEDING OF HEARING DATED : 09.01.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant intimated the Forum that they have nothing to submit any additional document.

SUBMISSION OF OPPOSITE PARTY DURING HEARING

The OP submitted the following additional documents before the Forum,

1. Meter replacement protocol sheet generated on 21st Jul. 2024
2. Laboratory test report done on 19th Dec. 2024

FINDINGS AND ANALYSIS OF THE FORUM

A. The Forum has gone through the laboratory test report where the testing engineer has given remarks that "METER IS TAMPERED". It is not understood that if the said meter is a tampered meter why the same has not been reported at the time of replacement done in 21st Jul. 2024. Also, the meter replacement protocol sheet generated on 21st Jul. 2024 remains silent about meter tampered. The OP has not clarified the matter during the course of hearing. Forum had directed the opposite party to get the meter tested at laboratory by MMG.

B. The disputed meter WCG07311 is found tampered by MMG and hence, the KWH recorded in the meter is an erroneous one and not to be considered for billing purpose.

C. The OP has billed to the consumer on "PROVISIONAL" basis Feb-2020 to Sep-2021 with a remark "PREMISES LOCKED" and from the subsequent month i.e. Oct-2021, the said meter (WCG07311) declared as "DEFECTIVE" and the same meter exists in the consumer premises till 20th Jul. 2024. During meter replacement by MMG team on 21st Jul. 2024 reported that the said meter is running and CMR is 44075. It is not understood how a meter declared as defective earlier by the licensee is again reported with OK status.

D. The Forum has gone through FG Billing software and found that the web-site data of meter change details shown as OLD METER DEFECTIVE with CMR : 6000.

E. Also, the Forum has gone through the meter change protocol sheet dated 21st Jul. 2024 where the CMR column of old removal meter (WCG07311) has left with no meter reading alongwith old meter condition as faulty.

F. As per MMG report, meter has phase to phase shunt bypass. So, Kwh reading shown in meter is not correct and cannot be billed additionally and hence additional bill of Rs.184941.24ps is to be withdrawn.

G. The opposite party is at liberty to examine and impose penal bill if regulation permits which is not within the jurisdiction of GRF.

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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 additional bill of ₹ 1,84,941.24p raised by the opposite party in Oct-2024 is to be withdrawn.
2. 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. Smt. Saraswati Patra, C/o-Late Sudarshan Patra, At-Tulsinagar, 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 → 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."