



## **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/ 1179

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/767/2024																										
2	Complainant/s	Name & Address Sri Lukendra Putel, At/Po-Belpada, Dist-Bolangir	Consumer No 912313010354	Contact No. 7605952535																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Patnagarh	Division Titilagarh Electrical Division, TPWODL, Titilagarh																									
4	Date of Application	17.12.2024																										
5	In the matter of-	<table border="1"><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) –		
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	<table border="1"><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																		
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	17.12.2024																										
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: Camp Court at Dhumabhata

**Appeared:**

For the Complainant -Sri Lukendra Putel  
For the Respondent -Sri Dabadatta Mahapatra, S.D.O (Elect.), Patnagarh

**Complaint Case No. BGR/767/2024**

Sri Lukendra Putel,  
At/Po-Belpada,  
Dist-Bolangir  
Con. No. 912313010354

- COMPLAINANT

-Versus-

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

- OPPOSITE PARTY



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

**HISTORY OF THE CASE**

The Complainant is a LT-Dom. consumer availing a CD of 2 KW. The complainant represented that he has being served with abnormal & inflated since Dec-2021 i.e. after installation of new meter to till date. For that inflated bill, the arrear has been accumulated to ₹ 1,22,056.26p upto Nov.-2024. The complainant raised dispute against the said period and requested before the Forum for suitable revision of the bill and replacement of meter.

The case was heard in detail.

**PROCEEDING OF HEARING DATED : 17.12.2024**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Belpada section of Patnagarh Sub-division. The consumer represented that he has served with abnormal & inflated bill after installation of new meter i.e. since Dec-2021 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 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 Oct-2005. The billing dispute raised by the complainant for the inflated billing since Dec-2021 is not a genuine dispute as all bills have 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.

CO-OPTED MEMBER

MEMBER (Fin.)  
Page 2 of 3

PRESIDENT



## **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 since 13<sup>th</sup> Oct. 2005 and the arrear outstanding upto Nov.-2024 is ₹ 1,22,056.26p. 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 is going on after installation of new meter since Dec-2021 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. 44741917122401030003. The MMG team has tested the meter on 19<sup>th</sup> Dec. 2024 and submitted the report. The abstract of the PVR is,

*"After successfully testing the meter, the test results were found to be within permissible limit".*

The meter test conducted by MMG team and report generated on 19<sup>th</sup> Dec. 2024 has been taken into record. Hence, it is concluded that the present meter is out of error.

3. The complainant has not paid the monthly bill regularly for which the arrear has accumulated to ₹.1,22,056.26p upto Nov.-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 disputed meter i.e. sl. no. WLT265239 was tested on 19<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 and the consumer is advised to clear the arrear outstanding. The Forum advised the OP to allow suitable installment on the arrear outstanding if the complainant desires and the complainant must adhere the same.

Case is disposed off accordingly.

  
**K.S. PADHEE**  
CO-OPTED MEMBER

  
**P.K. SAHOO**  
MEMBER (Fin.)

  
**K.B. SAHU**  
PRESIDENT

Copy to: -

1. Sri Lukendra Putel, At/Po-Belpada, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Patnagarh.
3. DFM/ AFM/ JFM, Titilagarh Electrical Division, TPWODL, Titilagarh.
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."**