



## 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/ 12/5

Dated, the 17/02/2025

**Corum:** Er. Kumuda Bandhu Sahu - President  
Sri Prasanta Kumar Sahoo - Member (Finance)  
Sri Krupasindhu Padhee - Co-Opted Member

1	Case No.	Complaint Case No. BGR/77/2025																										
2	Complainant/s	Name & Address Sri Dibya Lochan Pandey, For Smt. Lalita Pandey, At-Radharanipada, Po/Dist-Bolangir	Consumer No 911124110299	Contact No. 8018092130																								
3	Respondent/s	Name S.D.O (Elect.), No. I, TPWODL, Bolangir	Division Bolangir Electrical Division, TPWODL, Bolangir																									
4	Date of Application	07.02.2025																										
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)</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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8	Date(s) of Hearing	07.02.2025																										
9	Date of Order	17.02.2025																										
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: Camp Court at Bolangir Town (Section-4)



**Appeared:**

**For the Complainant** - Sri Dibya Lochan Pandey  
**For the Respondent** - Sri Swadhin Sahu, OAG-II (Representative)

**Complaint Case No. BGR/77/2025**

Sri Dibya Lochan Pandey,  
For Smt. Lalita Pandey,  
At-Radharanipada,  
Po/Dist-Bolangir  
Con. No. 911124110299

-

**COMPLAINANT**

**-Versus-**

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

-

**OPPOSITE PARTY**

**ORDER**  
**(Dt.17.02.2025)**

**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 bill after installation of new meter on 12<sup>th</sup> Sep. 2023. For that inflated bill, the arrear has been accumulated to ₹ 54,534.41p upto Dec.-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 : 07.02.2025**

**SUBMISSION OF COMPLAINANT DURING HEARING**

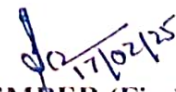
The complainant is a consumer under Section-IV of Balangir-I Sub-division. The consumer represented that he has been served with abnormal & inflated bill from the date of installation of new meter since Sep-2023 and he is under apprehension that the said meter is recording excess consumption than actual consumption. The complainant raised dispute against the said period and requested before the Forum for 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 Apr. 2016. The billing dispute raised by the complainant for the inflated billing from Sep-2023 is not a genuine dispute as all bills are raised on actual meter reading basis. Hence, the petition of the complainant should be rejected.

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

  
**CO-OPTED MEMBER**

  
**MEMBER (Fin.)**

  
**PRESIDENT**



### **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 29<sup>th</sup> Apr. 2016 and the arrear outstanding upto Dec.-2024 is ₹ 54,534.41p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The energy meter of the consumer has been replaced with a new technological upgraded meter on 12<sup>th</sup> Sep. 2023 with meter sl. no. TWSP51065297. The consumer has 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 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/- on 10<sup>th</sup> Feb. 2025 vide receipt no. 44741010022501010001. The MMG team has tested the meter on 14<sup>th</sup> Feb. 2025 and submitted the report. The abstract of the PVR is,

**“During meter testing, meter accuracy found within limit.”**

The meter test conducted by MMG team and report generated on 14<sup>th</sup> Feb. 2025 has been taken into record.

3. Hence, it is concluded that the present meter accuracy i.e. meter no. TWSP51065297 is within limit.

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. TWSP51065297 was tested on 14<sup>th</sup> Feb. 2025 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 Dibya Lochan Pandey, At-Radharanipada, 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.”**