



## GRIEVANCE REDRESSAL FORUM, BOLANGIR

(Infront of Children's Park),

BOLANGIR-767001, Tel./Fax:-(06652) 235741

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Bench: Er. Kumuda Bandhu Sahu (President),

Sri Prasanta Kumar Sahoo (Member (Finance)), Sri Krupasindhu Padhee, (Co-Opted Member)

Memo No.GRF/BGR/Order/ 392<sup>B1</sup>

Dated, the 28/03/2024

**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/155/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Jhasketan Bachha, For Sri Manohar Bachha, At-Tapaudar, Po-Totopada, Via-Muribahal, Dist-Bolangir		912213051827	9337225648
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Kantabanji		Division Titilagarh Electrical Division, TPWODL, Titilagarh	
4	Date of Application	12.02.2024			
5	In the matter of-	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	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			
8	Date(s) of Hearing	12.02.2024			
9	Date of Order	28.03.2024			
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 Gudighat

Appeared:

For the Complainant - Sri Jhasketan Bachha  
For the Respondent - Sri Jagannath Pati, S.D.O (Elect.), Kantabanji

Complaint Case No. BGR/155/2024

Sri Jhasketan Bachha,  
For Sri Manohar Bachha,  
At-Tupaudar,  
Po-Totopada,  
Via-Muribahal,  
Dist-Bolangir  
Con. No. 912213051827

- COMPLAINANT

-Versus-

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

- OPPOSITE PARTY

**ORDER**  
**(Dt.28.03.2024)**

**HISTORY OF THE CASE**

The Complainant is a LT-Dom. consumer availing a CD of 1 KW. He has disputed about the average bills raised from Jul-2023 to Oct-2023 and accuracy of new smart meter installed on Nov.-2023. He has submitted his grievances for revision of bill. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

**PROCEEDING OF HEARING DATED: 12.02.2024**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Muribahal section of Kantabanji Sub-division. The consumer represented that he was served with average bills from Jul-2023 to Oct-2023. A new meter has been installed during Nov-2023 and it records excess consumption than his actual consumption. For that inflated bills, the arrear was accumulated to ₹. 10,024.72p upto Feb.-2024. The complainant raised dispute against the said period and requested before the Forum for suitable revision of the bill.

**SUBMISSION OF OPPOSITE PARTY DURING HEARING**

The OP appeared before the Forum without relevant documents. On defence, he intimated that the consumer is a LT-Dom consumer availing power supply since Jul-2020. The billing dispute raised by the complainant for the average billing from Jul-2023 to Oct-2023 was due to meter defective. A new meter has been installed on 11<sup>th</sup> nov. 2023 and thereafter actual billing has done. As the above-stated average billing period bill has not revised, it needs bill revision.

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT



Considering the above, the OP requested before the Forum for revision of previous disputed bills and 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 28<sup>th</sup> Jul. 2020 and the arrear outstanding upto Feb-2024 is ₹. 10,024.72p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. Due to meter defective meter with meter no. 224650, the consumer was served with average bills from Jul-2023 to Oct-2023 resulting accumulation of arrear outstanding.
2. A new smart meter has been installed by OP with meter no. TWSP51089260 on 11<sup>th</sup> Nov. 2023 and thereafter actual billing was done. But the complainant has raised dispute about the accuracy of new meter. To resolve the issue, the Forum directed the OP to conduct a meter testing by the MMG team and the report must be submitted within a fortnight. The MMG team conducted the meter testing on 18<sup>th</sup> Mar. 2024 and submitted the test report. The abstract of the report is,
  - A) Smart meter no. TWSP51089264 has been installed in the consumer premises but wrongly meter no. TWSP51089260 has been tagged with the consumer.
  - B) The CMR on 18.03.2024 is 50 but as per billing is 1726.
  - C) The accuracy of existing meter TWSP51089264 is within limit.The meter test conducted by MMG on 18.03.2024 and report submitted has been taken into record.

From the above report of MMG team, it is evident that a wrong smart meter no. TWSP51089260 has been tagged with this consumer against actual meter no. TWSP51089264 but practically the said meter TWSP51089260 has installed somewhere else. But due to smart metering with the facility of automated meter reading, the consumer has been billed with the consumption of meter no. TWSP51089260 which needs to be rectified.

3. In the instant case, it is a clear case of wrong tagging of meter no. by the licensee for which the billing dispute has raised. Hence, the Forum advised the licensee to take proper care while tagging of meter no. in the billing software.
4. The complainant has not paid the monthly bill regularly for which the arrear has accumulated to ₹. 10,024.72p upto Feb.-2024.
5. The OP has submitted that as the disputed billing period has not yet revised, it needs bill revision as per consumption of new meter.
6. On scrutiny of the documents, it is observed by the Forum that the bills raised during meter defective period needs bill revision under CI-155 & 157 of OERC Dist. (Conditions of Supply) Code 2019 to redress the consumer grievances.

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 smart meter no. must be updated from TWSP51089260 to TWSP51089264 immediately. Also, the energy bill must be recasted from the date of meter replacement to Feb-2024 as per actual consumption of meter.
2. The energy bills raised to the consumer from Jul-2023 to Oct-2023 are to be revised as per actual consumption of succeeding six months of new meter by considering IMR: 0 (11.11.2023) & FMR of May-2024 under CI-155 & 157 of OERC Dist. Code 2019.

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT




3. DPS is to be levied as per OERC Regulation if applicable.
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 three months 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 Jhasketan Bachha, At-Tupaudar, Po-Totopada, Via-Muribahal, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Kantabanji.
3. DFM/ AFM/ JFM, Titilagarh Electrical Division, TPWODL, Titilagarh.
4. Superintending Engineer, Electrical Circle, TPWODL, Bolangir.
5. Chief Legal, Head Quarter Office, TPWODL, Burla.

**"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."**