



## 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/ 661

Dated, the 24/06/2024

**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/381/2024		
2	Complainant/s	Name & Address Sri Dasharathi Ghivela, At-Baddunguripali, Po-Salepali, Via-Jarasingha, Dist-Bolangir	Consumer No 911524022414	Contact No. 9853930236
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Tusura	Division Bolangir Electrical Division, TPWODL, Bolangir	
4	Date of Application	24.05.2024		
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) 116, 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	24.05.2024		
9	Date of Order	24.06.2024		
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 Jarasingha

**Appeared:**

**For the Complainant** -Sri Dasharathi Ghivela  
**For the Respondent** -Sri Sanjeeb Kumar Padhi, S.D.O (Elect.), Tusura

**Complaint Case No. BGR/381/2024**

Sri Dasharathi Ghivela, - **COMPLAINANT**  
At-Badadunguripali, Po-Salepali,  
Via-Jarasingha, Dist-Bolangir  
Con. No. 911524022414

**-Versus-**

Sub-Divisional Officer, - **OPPOSITE PARTY**  
Electrical Sub-Division,  
TPWODL, Tusura



**ORDER**  
**(Dt.24.06.2024)**

**HISTORY OF THE CASE**

The Complainant is a LT-Dom. consumer availing a CD of 1 KW. The complainant represented that he is getting abnormal & inflated bill from Oct-2023 onwards. For that inflated bills, the arrear has accumulated to ₹. 1,08,074.66p upto Apr.-2024. The complainant raised dispute against the said period and requested before the Forum for installation of new meter & suitable revision of bill.

The case was heard in detail.

**PROCEEDING OF HEARING DATED : 24.05.2024**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under ESO-Deogaon Section of Tusura Sub-division. The consumer represented that he is being served with abnormal & inflated bills from Oct.-2023 onwards. For that, the arrear has been accumulated to ₹. 1,08,074.66p upto Apr.-2024. The complainant raised dispute against the said period and requested before the Forum for installation of new meter & suitable revision of 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 Jun-2020. The billing dispute raised by the complainant for the inflated billing from Oct-2023 has no base as all the bills have been generated on actual meter reading as well as photo meter reading basis. Hence, the petition of the complainant should be rejected.

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT



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 24<sup>th</sup> Jun. 2020 and the arrear outstanding upto Apr.-2024 is ₹. 1,08,074.66p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer is being billed on actual meter reading basis during the disputed period i.e. from Oct-2023 whereas the complainant has disputed there is error in the present meter. The month-wise consumption is as follow,

MONTH	KWH BILLED
Oct-23	1117
Nov-23	2366
Dec-23	2261
Jan-24	2275
Feb-24	1780
Mar-24	2454
Apr-24	2154
May-24	1307

2. To resolve the issue, the Forum during the course of hearing directed the complainant to deposit the required meter testing fees with the licensee so that the meter will be tested at site by the MMG team. In response to that, the complainant had deposited the required fees on the spot. The OP has arranged meter testing on 11<sup>th</sup> Jun. 2024 by MMG team.  
After testing, the MMG team concluded that the existing meter (LW115359) has an error of (+) 1.32% and suggested for replacement of meter as soon as possible. The meter test conducted by MMG team and report received through OP on 20<sup>th</sup> Jun. 2024 has taken into record.
3. Hence, the Forum declares the present meter i.e. meter no. LW115359 is a defective one. Accordingly, the bills raised with the said meter from oct-2023 to till the date of meter replacement needs to be revised under CI-155 of OERC Distribution 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. A new meter is to be installed immediately to ascertain actual consumption as well as proper billing.
2. The energy bills raised to the consumer from Oct-2023 to till the date of meter replacement are to be revised as per succeeding six months average consumption of new meter under CI-155 & 157 of OERC Regulation 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.


CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

Case is disposed off accordingly.

Compliance report must be submitted to the Forum by the opposite party within seven 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 Dasharathi Ghivela, At-Baddunguripali, Po-Salepali, Via-Jarasingha, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Tusura.
3. DFM/ AFM/ JFM, Bolangir Electrical Division, TPWODL, Bolangir.
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."