



## GRIEVANCE REDRESSAL FORUM, BOLANGIR

(Infront of Children's Park),

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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/ 663

Dated, the 24/06/2024

**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/385/2024		
2	Complainant/s	Name & Address	Consumer No	Contact No.
		Sri Nabaghana Nag, At-Rengaljuri, Po-Padhel, Via-Patnagarh, Dist-Bolangir	912322170843	9178745922
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Patnagarh	Division Titilagarh Electrical Division, TPWODL, Titilagarh	
4	Date of Application	29.05.2024		
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	29.05.2024		
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 Thakpada

**Appeared:**

For the Complainant -Sri Nabaghana Nag  
For the Respondent -Sri Debadatta Mahapatra, S.D.O (Elect.), Patnagarh

**Complaint Case No. BGR/385/2024**

Sri Nabaghana Nag,  
At-Rengaljuri, Po-Padhel,  
Via-Patnagarh, Dist-Bolangir  
Con. No. 912322170843

- COMPLAINTANT

-Versus-

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

- OPPOSITE PARTY

**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 was getting abnormal & inflated bill prior to meter replacement i.e. Oct-2023. For that inflated bills, the arrear has been accumulated to ₹. 38,524.01p upto May-2024. The complainant raised dispute against the said period and requested before the Forum for suitable revision of bill based on the consumption of new meter.

The case was heard in detail.

**PROCEEDING OF HEARING DATED : 29.05.2024**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under ESO-Patnagarh II Section of Patnagarh Sub-division. The consumer represented that he is being served with abnormal & inflated bills prior to the installation of existing meter. The present meter (meter no. : TW02003676) has been installed during Oct-2023. For that, the arrear was accumulated to ₹. 38,524.01p upto May-2024. The complainant raised dispute against the said period and requested before the Forum for revision of bill as per consumption of existing meter.

**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 May-2020. The billing dispute raised by the complainant for the inflated billing prior to Oct-2023 has no base as all the bills have been generated 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.)  
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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 30<sup>th</sup> May 2020 and the arrear outstanding upto May-2024 is ₹. 38,524.01p. As complained by the complainant and submission of OP, it is observed by the Forum that,


1. The consumer has been billed on actual meter reading basis till the replacement of meter (new meter installed on 11<sup>th</sup> Oct. 2023, meter no. : TW02003676) where the consumer disputed about the accuracy of the preceding meter (meter no. : 3161873 which was installed from the date of power supply till 11<sup>th</sup> Oct. 2023).
2. The Forum analysed the consumption pattern of both the period i.e. prior to installation Vs post installation of present meter and feels that there is absolutely very low consumption in the new meter since Oct-2023. For confirmation about meter accuracy, the Forum during the course of hearing directed the OP to test the meter through the MMG team at the earliest and report to be submitted within fortnight.  
The OP has arranged meter testing on 03<sup>rd</sup> Jun. 2024 by MMG team. After testing, the MMG team concluded that the existing meter (TW02003676) has an error of (+) 35.03% 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 is convinced that the present meter i.e. meter no. TW02003676 is a defective one. Accordingly, the bills raised with the said meter from Oct-2013 to till the date of meter replacement needs to be revised under CI-155 of OERC Distribution Code-2019 to redress the consumer grievances. Also, the bills raised prior to Oct-2023 needs to be revised as per CI-155 & 157 of OERC Distribution Code-2019.

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. Based on succeeding six months average consumption of new meter to be installed, the energy bill of preceding two year (from the new meter installation date) are to be revised 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.

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.PADHEL  
CO-OPTED MEMBER

  
P.K.SAHOO  
MEMBER (Fin.)

  
K.B.SAHU  
PRESIDENT

Copy to: -

1. Sri Nabaghana Nag, At-Rengaljuri, Po-Padhel, Via-Patnagarh, 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.

**"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:Bhoingar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."**