



## 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/ 719<sup>(5)</sup>

Dated, the 24/07/2024

**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/428/2024		
2	Complainant/s	Name & Address	Consumer No	Contact No.
		Sri Basudev Gahir, At-Haldipadar, Po-Budula, Dist-Bolangir	911312120126	9937248843
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Loisingha	Division Bolangir Electrical Division, TPWODL, Bolangir	
4	Date of Application	03.07.2024		
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	03.07.2024		
9	Date of Order	24.07.2024		
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 Kendumundi

**Appeared:**

For the Complainant -Sri Basudev Gahir  
For the Respondent -Sri Kshirodra Kumar Meher, OAG-II (Representative)

**Complaint Case No. BGR/428/2024**

Sri Basudev Gahir,  
At-Haldipadar,  
Po-Budula,  
Dist-Bolangir  
Con. No. 911312120126

**COMPLAINANT**

**-Versus-**

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

**OPPOSITE PARTY**



**ORDER**  
**(Dt.24.07.2024)**

**HISTORY OF THE CASE**

The Complainant is a LT-Dom. consumer availing a CD of 2 KW. The complainant represented that he is getting abnormal & inflated bill after meter replacement done in Jan.-2023. For that inflated bills, the arrear has accumulated to ₹ 47,314.99p upto Jun.-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 : 03.07.2024**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under ESO-Agalpur Section of Loisingha Sub-division. The consumer represented that he is being served with abnormal & inflated bills from Jan-2023 onwards after replacement of meter. For that, the arrear has accumulated to ₹ 47,314.99p upto Jun.-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 with relevant documents. On defence, he intimated that the consumer is a LT-Dom consumer availing power supply since Jul.-2013. The billing dispute raised by the complainant for the inflated billing from Jan.-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.)

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 20<sup>th</sup> Jul. 2013 and the arrear outstanding upto Jun.-2024 is ₹ 47,314.99p. 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 Jan.-2023 where a new meter has been installed whereas the complainant has disputed there is error in the present meter.
2. Also, the consumer is being billed on provisional basis from Oct-2021 to Jan-2023 with meter no. LW538926. On 30<sup>th</sup> Jan. 2023, a new meter with sl. no. 30006607 (make : Landisgyr) has been installed and is in operation till date.
3. 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 OP has arranged meter testing on 20<sup>th</sup> Jul. 2024 by MMG team.

After testing, the MMG team reported that the existing meter (30006607) has an error of (+) 41.08% and declared the present meter is defective. The meter test conducted by MMG team and report generated on 20<sup>th</sup> Jul. 2024 has been taken into record.

4. Hence, the Forum is of the view that the present meter i.e. meter no. 30006607 is a defective one. Accordingly, the bills raised with the said meter from Feb.-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. Also, the provisional bills generated from Oct-2021 to Jan-2023 is to be revised under 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. The energy bills raised to the consumer from Jul.-2022 to Jun.-2024 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.

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 Basudev Gahir, At-Haldipadar, Po-Budula, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Loisingha.
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:Bhoingar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."**