



## GRIEVANCE REDRESSAL FORUM, BOLANGIR

(Infront of Children's Park),

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Bench: Er. Sambit Kumar Nanda (President),

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

Memo No.GRF/BGR/Order/ 158<sup>59</sup>

Dated, the 19/03/2026

**Corum:** Er. Sambit Kumar Nanda  
Sri Prasanta Kumar Sahoo

- President  
- Member (Finance)

1	Case No.	Complaint Case No. BGR/102/2026		
2	Complainant/s	Name & Address Sri Bhikari Padhan, At/Po-Dedarha, Via-Jogimunda, Dist-Bolangir	Consumer No 912314090735	Contact No. 9178298328
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Patnagarh	Division Titilagarh Electrical Division, TPWODL, Titilagarh	
4	Date of Application	09.03.2026		
5	In the matter of-	1. Agreement/Termination	2. Billing Disputes	<input checked="" type="checkbox"/>
		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) 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	09.03.2026		
9	Date of Order	19.03.2026		
10	Order in favour of	Complainant	Respondent	<input checked="" type="checkbox"/> Others
11	Details of Compensation awarded, if any.	Nil		

MEMBER (Fin.)

PRESIDENT

Place of Hearing: Camp Court at Khaprakhhol

**Appeared:**

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

**Complaint Case No. BGR/102/2026**

Sri Bhikari Padhan,  
At/Po-Dedarha, Via-Jogimunda,  
Dist-Bolangir  
Con. No. 912314090735

**COMPLAINANT**

**-Versus-**

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

**OPPOSITE PARTY**

**ORDER**  
**(Dt.19.03.2026)**

During Camp Court hearing at Khaprakhhol Section office on 09<sup>th</sup> Mar. 2026, the consumer Shri Bhikari Padhan was present & Shri Debadatta Mahapatra, SDO-Patnagarh was present as opposite party.

**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 from the date of new meter installation i.e. 21<sup>st</sup> Jul. 2025 to till date. For that inflated bill, the arrear has been accumulated to ₹ 3,467.98p upto Feb.-2026. 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 : 09.03.2026**

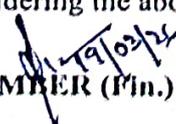
**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Khaprakhhol section of Patnagarh Sub-division. The consumer represented that he has been served with abnormal & inflated bill from the date of new meter installation to till date 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 Dec-2012. The billing dispute raised by the complainant for the inflated billing with the new meter 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.

  
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> Dec. 2012 and the arrear outstanding upto Feb.-2026 is ₹ 3,467.98p. 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 one on 21<sup>st</sup> Jul. 2025 having meter no. TWST15077436. 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 so that the meter could be tested by the MMG team at the earliest with submission of detailed report to the Forum. But, the complainant was denied to deposit the required fees. The Forum on the speaking order directed the MMG team to test the meter and report to be submitted before the Forum at the earliest. The MMG team was tested the meter on 12<sup>th</sup> Mar. 2026 and submitted the report before the Forum on 16<sup>th</sup> Mar. 2026. The abstract of the PVR is,

**“The above meter has been tested and result found within limit i.e. (-) 0.90%.”**

The meter test conducted by MMG team and report generated on 12<sup>th</sup> Mar. 2026 has been taken into record.

3. Hence, it is concluded that the present meter i.e. meter no. TWST15077436 is out of error.

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 accuracy of meter (meter sl. no. : TWST15077436) disputed by the complainant was tested on 12<sup>th</sup> Mar. 2026 and found error is within permissible limit. Hence, the petition of the complainant regarding dispute on meter accuracy is hereby rejected and directed to clear the arrear outstanding.**
2. **The required meter testing fees of ₹ 500/- must be debited in the energy bill in the subsequent month as the complainant was not deposited the meter testing fees.**

Case is disposed off accordingly.

  
**P.K.SAHOO**  
**MEMBER (Fin.)**

  
**S.K.NANDA**  
**PRESIDENT**

Copy to: -

1. Sri Bhikari Padhan, At/Po-Dedarha, Via-Jogimunda, Dist-Bolangir-767027.
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.

The order is also available at TPWODL Web site : [tpwesternodisha.com](http://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.”**