



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. Sambit Kumar Nanda (President),

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

Memo No.GRF/BGR/Order/ 345

Dated, the 20/01/2026

Corum:

Er. Sambit Kumar Nanda
Sri Prasanta Kumar Sahoo
Sri Krupasindhu Padhee

- President
- Member (Finance)
- Co-Opted Member

1	Case No.	Complaint Case No. BGR/13/2026																										
2	Complainant/s	Name & Address Sri Dibya Sahu, For Sri Surendra Sahu, At-Kachharpali, Po-Deogaon, Dist-Bolangir	Consumer No 911524010648	Contact No. 7735156221																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Tusura	Division Bolangir Electrical Division, TPWODL, Bolangir																									
4	Date of Application	15.01.2026																										
5	In the matter of-	<table border="1"><tr><td>1. Agreement/Termination</td><td>2. Billing Disputes</td><td>✓</td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td>4. Contract Demand / Connected Load</td><td></td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td>6. Installation of Equipment & apparatus of Consumer</td><td></td></tr><tr><td>7. Interruptions</td><td>8. Metering</td><td></td></tr><tr><td>9. New Connection</td><td>10. Quality of Supply & GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection & equipments</td><td></td></tr><tr><td>13. Transfer of Consumer Ownership</td><td>14. Voltage Fluctuations</td><td></td></tr><tr><td colspan="3">15. Others (Specify) –</td></tr></table>			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) –		
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6	Section(s) of Electricity Act, 2003 involved																											
7	OERC Regulation(s) with Clauses	<table border="1"><tr><td>1. OERC Distribution (Conditions of Supply) Code,2019; Clause(s) 155, 157</td></tr><tr><td>2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004; Clause</td></tr><tr><td>3. OERC Conduct of Business) Regulations,2004; Clause</td></tr><tr><td>4. Odisha Grid Code (OGC) Regulation,2006; Clause</td></tr><tr><td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004; Clause</td></tr><tr><td>6. Others</td></tr></table>			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																		
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8	Date(s) of Hearing	15.01.2026																										
9	Date of Order	20.01.2026																										
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 Dibya Sahu

For the Respondent - Sri Narottam Maharana, S.D.O (Elect.), Tusura

Complaint Case No. BGR/13/2026

Sri Dibya Sahu,
For Sri Surendra Sahu,
At-Kachharpali, Po-Deogaon,
Dist-Bolangir
Con. No. 911524010648

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**

ORDER
(Dt.20.01.2026)

During Camp Court hearing at Jarasingha PSS on 15th Jan. 2025, the representative of the consumer Shri Dibya Sahu was present & Shri Narottam Maharana, SDO-Tusura Sub-division was present as opposite party.

HISTORY OF THE CASE

The Complainant is a LT-Dom. consumer availing a CD of 1.5 KW. The complainant represented that he has been served with abnormal & inflated bill from Mar-2023 onwards. Against that, he has deposited meter testing fees and after testing, it is found that the meter is defective. Though the defective meter has not yet been replaced with a new meter till now and also the disputed bill was not revised. For that inflated bill, the arrear outstanding has been accumulating every month. The complainant raised dispute against the said period and requested before the Forum for replacement of defective meter and suitable revision of bill.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 15.01.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Degaon section of Tusura Sub-division. The consumer represented that he was served with abnormal & inflated bill from Mar-2023 onwards till now. After deposit of meter testing fees, the meter was tested and found that the said meter is defective. Till date, the said defective meter has not yet been replaced and also bill has not yet revised. The complainant raised dispute against the said disputed billing period and requested before the Forum for replacement of meter and suitable revision of bill.

CO-OPTED MEMBER

MEMBER (Fin.)

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PRESIDENT

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 Feb.-2016. The billing dispute raised by the complainant for the inflated KWH recording has been tested and found that the meter with sl. no. WCG10801 is showing (+) 42.39% error and is defective. Due to oversight, the said meter has not yet been replaced which is to be replaced within a week. Thereafter, the disputed billing period is to be revised after obtaining of six months average billing period.

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 1.5 KW. The consumer has availed power supply since 28th Feb. 2016 and the total outstanding upto Dec.-2025 is ₹ 1,145.01p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer has disputed the accuracy of the present meter having meter no. WCG10801 which has been installed since the date of power supply and represented that the said meter is showing excess consumption than actual consumption. Based on his complaint and deposit of meter testing fees of ₹ 500/- on 08th Sep. 2025 vide MR no. 44743708092501020001, the said meter has been tested by MMG team on 18th Sep. 2025 and found that there is an error of (+) 42.39% for which the said defective meter requires replacement with a new one. But unfortunately, the OP has not yet replaced the defective meter till now and allowed the consumer to continue with the defective meter which violates CI-108 (v) (vi) of OERC Regulation Code 2019. Also, bill revision must have to be done under CI-155 of OERC Regulation Code 2019 which the OP fails to do so.
2. In the instant case, it is surprised that the OP has allowed the consumer to continue with defective meter for more than four months after meter testing which violates CI-155 of OERC Distribution (Conditions of Supply) Code-2019 and also attracts under Schedule-III of Guaranteed Standard of Performance of OERC Distribution (Conditions of Supply) Code. Hence, it is advised the OP to be more pro-active for replacement of defective meter within standard time as prescribed by Hon'ble OERC. Due to delay in installation of new meter, average billing was done which could have been avoided if the OP has installed the meter without delay for which it is advised to the OP to be taken care in future.

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 be installed, the energy bill of the consumer must be revised from the date of new meter installation to the preceding two year under CI-155 & 157 of OERC Regulation Code 2019.
3. The meter testing fees of ₹ 500/- deposited by the consumer on 08th Sep. 2025 is to be adjusted against the future energy bill as the meter is found defective.

CO-OPTED MEMBER

MEMBER (Fin.)


PRESIDENT




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.)


S.K.WANDA
PRESIDENT

Copy to: -

1. Sri Dibya Sahu, At-Kachharpali, Po-Deogaon, Dist-Bolangir-767029.
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.

The order is also available at TPWODL Web site : 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."