



## GRIEVANCE REDRESSAL FORUM, BOLANGIR

(Infront of Children's Park),

BOLANGIR-767001, Tel./Fax:- (06652) 235741

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Bench: Er. Sambit Kumar Nanda (President), Sri Prasanta Kumar Sahoo (Member (Finance))

Memo No. GRF/BGR/Order/ 318

Dated, the 28/04/2026

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

- President  
- Member (Finance)

1	Case No.	Complaint Case No. BGR/142/2026		
2	Complainant/s	Name & Address Sri Sritam Sahu, For Sri Bijaya Sahu, At/Po-Randa, Dist-Bolangir	Consumer No 911225210447	Contact No. 9337692421
3	Respondent/s	Name S.D.O (Elect.), No. II, TPWODL, Bolangir	Division Bolangir Electrical Division, TPWODL, Bolangir	
4	Date of Application	13.03.2026		
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) 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	13.03.2026		
9	Date of Order	28.04.2026		
10	Order in favour of	Complainant	Respondent	✓ Others
11	Details of Compensation awarded, if any.	Nil		

MEMBER (Fin.)

PRESIDENT

Place of Hearing: Camp Court at Madhiapali

**Appeared:**

For the Complainant -Sri Sritam Sahu

For the Respondent -Sri Sunil Kumar Swain, S.D.O (Elect.), No. II, Bolangir

**Complaint Case No. BGR/142/2026**

Sri Sritam Sahu,  
For Sri Bijaya Sahu,  
At/Po-Randa, Dist-Bolangir  
Con. No. 911225050868

- COMPLAINANT

-Versus-

Sub-Divisional Officer,  
Electrical Sub-Division, No. II,  
TPWODL, Bolangir

- OPPOSITE PARTY

**ORDER**

**(Dt.28.04.2026)**

During Camp Court hearing at Madhiapali PSS on 13<sup>th</sup> Mar. 2026, the representative of the consumer Shri Sritam Sahu was present & Shri Sunil Kumar Swain, SDO-II, Balangir was present as opposite party.

**HISTORY OF THE CASE**

The Complaint petition filed by the representative of the consumer Shri Sritam Sahu who is a LT-Dom. consumer availing a CD of 1.5 KW. The complainant represented that he was getting abnormal & inflated bill against meter no. TPWODL1019536 which was installed on 18<sup>th</sup> Dec. 2021 and was in service upto 21<sup>st</sup> Nov. 2025. For that inflated bill, the arrear outstanding has been accumulated to ₹ 61,951.79p upto Mar.-2026. The complainant raised dispute about the accuracy of the said meter and requested before the Forum for suitable revision of the bill.

The case was heard in detail.

**PROCEEDING OF HEARING DATED : 13.03.2026**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under REC Section of Balangir-II Sub-division. The complainant represented that he was served with abnormal & inflated bill against meter no. TPWODL1019536 which was installed on 18<sup>th</sup> Dec. 2021 and was in service upto 21<sup>st</sup> Nov. 2025 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 suitable revision of bill.

**SUBMISSION OF OPPOSITE PARTY DURING HEARING**

The OP appeared before the Forum with relevant records. On defence, he intimated that the consumer is a LT-Domestic consumer availing power supply since Aug-2013. The billing dispute raised by the complainant for the inflated billing with meter no. TPWODL1019536 is not a genuine dispute as all bills are raised on actual meter reading basis. Also, the said meter has been replaced

MEMBER (Fin.)

PRESIDENT



on 21<sup>st</sup> Nov. 2025 with a new meter. As the consumer was not disputed about the previous meter and the said meter has already been replaced. At this juncture, the disputed meter cannot be tested. Hence, the petition of the complainant should be rejected.

Considering the above, the OP requested before the Forum to reject the petition of the consumer and to 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. As per record, the consumer has availed power supply since 20<sup>th</sup> Aug. 2013 and total outstanding upto Mar.-2026 is ₹ 61,951.79p. As complained by the complainant and submission of OP, it is observed by the Forum that,

The energy meter of the consumer was replaced with a new meter on 18<sup>th</sup> Dec. 2021 with meter no. TPWODL1019536 and was in service till 21<sup>st</sup> Nov. 2025. Thereafter, the said meter has been replaced with a new meter having meter no. TWSP1349565 on 21<sup>st</sup> Nov. 2025. The consumer has disputed the accuracy of the previous meter and represented that the said meter was recorded excess consumption than actual consumption.

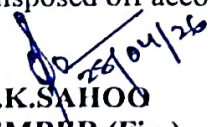
The OP submitted that all the bills has been served with actual meter reading and hence there is no error in the billing. The Forum has analysed the billing ledger and directed the OP to submit the meter replacement report dated 21<sup>st</sup> Nov. 2025. They were undertaken to submit a detailed report within 7 days before the Forum. As committed by OP, they have failed to submit the required report within the timeline. The Forum reminded the OP through e-mail / WA for submission of required information. The Forum time and again given an opportunity to the OP to submit the required documents but again there is no response from OP end. In default of submission of report from the end of OP, it is assumed that the OP has nothing to say in this regard and the matter is to be decided as per available documents and statement of the complainant.


The Forum analysed the billing pattern vis-à-vis of the present meter Vs previous meter and found that all bills have been raised on actual meter reading basis. But, at this point time where the old meter has already replaced, it is not possible to test the meter. Also, the complainant was not disputed about the meter accuracy at the time of existence of the meter and after meter replacement, raising of dispute has no mean.

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.

**The petition of the complainant regarding dispute on meter accuracy of meter no. TPWODL1019536 is hereby rejected and directed to clear the arrear outstanding.**

Case is disposed off accordingly.

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

  
**S.K.NANDA**  
PRESIDENT

Copy to: -

1. Sri Sritam Sahu, At/Po-Randa, Dist-Bolangir-767002.
2. Sub-Divisional Officer, Electrical Sub-Division, No. II, TPWODL, Bolangir.
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](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."**