



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))

Memo No.GRF/BGR/Order/ 276

Dated, the 16/04/2026

Corum: Er. Sambit Kumar Nanda
Sri Prasanta Kumar Sahoo

- President
- Member (Finance)

1	Case No.	Complaint Case No. BGR/161/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Satya Mahala, For Sri Kunja Bihari Mahala, At-Babijor, Po-Udar, Via-Jarasingha, Dist-Bolangir		911001027672	7326928286
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Tusura		Division Bolangir Electrical Division, TPWODL, Bolangir	
4	Date of Application	19.03.2026			
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	09.04.2026			
9	Date of Order	16.04.2026			
10	Order in favour of	Complainant	Respondent	√	Others
11	Details of Compensation awarded, if any.	Nil			

MEMBER (Fin.)

PRESIDENT

Place of Hearing: GRF, Bolangir



Appeared:

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

Complaint Case No. BGR/161/2026

Sri Satya Mahala,
For Sri Kunja Bihari Mahala,
At-Babijor, Po-Udar,
Via-Jarasingha, Dist-Bolangir
Con. No. 911001027672

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER
(Dt.16.04.2026)

The consumer was appealed before the Forum vide his application dated 19th Mar. 2026 which was registered on Case no. 161 of 2026. The complainant was disputed about the inflated billing from the date of power supply to till date and accumulation of arrear thereon. The complainant needs suitable bill revision for the said period.

Accordingly, hearing date was fixed on 09th Apr. 2026. Accordingly, notice was served to both the parties to remain present on the date with relevant documents.

HISTORY OF THE CASE

The Complainant is a LT-Irr. consumer availing a CD of 3 KW. He was disputed about the inflated & erroneous billing from the date of power supply to till date and accumulation of arrear thereon. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

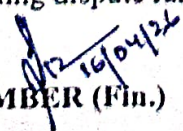
PROCEEDING OF HEARING DATED : 09.04.2026

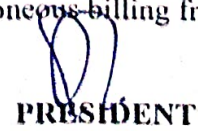
SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Deogaon section of Tusura Sub-division. The authorized representative has reiterated the complaint as stated above and requested for suitable bill revision.

SUBMISSION OF OPPOSITE PARTY DURING HEARING

The OP appeared before the Forum and submitted billing ledger along with written version. On defence, he intimated that the consumer is a LT-Irr. consumer availing power supply since Mar-2024. The billing dispute raised by the complainant for the inflated & erroneous billing from the


MEMBER (Fin.)


PRESIDENT

date of power supply is not a genuine dispute as all the bills have been raised on actual meter reading basis. Also, power supply to the consumer has been released through smart meter. However, after receipt of complaint, the meter & metering installation was inspected and found the meter is running OK. Hence, erroneous billing about wrong meter reading is not possible. Regarding accumulation of arrear outstanding, the consumer is very much irregular in making payment. From the date of power supply to till date, the consumer has made only single payment in Mar-2026 with ₹ 23,488/- on 14th Mar. 2026.

Based on the above, the OP requested before the Forum to reject the complaint of complainant and pass order as deemed fit.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Irr. consumer with a CD of 3 KW. The consumer has availed power supply since 22nd Mar. 2024. As complained by the complainant and submission of OP, it is observed by the Forum that,

The consumer represented that erroneous & inflated billing has been done since the date of power supply to till date which needs to be revised. The OP submitted that all bills have been raised with actual meter reading. Also, the said meter has been inspected on 07th Apr. 2026 and found that the meter is running OK. So the dispute about meter accuracy is not accepted. Also, the OP submitted that the consumer is not making payment regularly for which the arrear outstanding has been accumulated.

The Forum analysed the documents submitted by both the parties along with argument of both the parties. After receipt of complaint from the Forum, the OP was inspected the meter & metering installation on 07th Apr. 2026 and found that the meter is running OK. Hence, the accuracy of meter disputed by the consumer is rejected. Secondly, though the consumer has availed power supply since 22nd Mar. 2024, he has made only one payment in the span of two year for which the arrear outstanding has been accumulated. The Forum advised the complainant to make regular payment of current bill alongwith arrear outstanding. During the course of hearing, it came to the knowledge of the Forum that the consumer was indulged with theft of energy which was detected on 05th Mar. 2026 by way of meter by-passing for which an assessment amount of ₹ 6,512/- was done and the consumer has made payment on 14th Mar. 2026 and the case is closed. Also, it is found that the consumer is using extra load compared to his sanctioned contract demand of 3 KW. The months where the MD (KVA) has been exceeded than CD is,

<u>MONTH</u>	<u>MD RECORDED</u>
May-2025	7 KVA
Dec-2025	12.4 KVA
Mar-2026	12.68 KVA

The Forum advised the consumer to apply before the licensee for enhancement of CD observing departmental formalities.

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.


MEMBER (Fin.)



PRESIDENT

The complaint of complainant has no base and hence rejected. The Forum advised the OP to allow suitable installment on the arrear outstanding if the complainant desires and the complainant has to adhere the same.

Case is disposed off accordingly.




P.K.SAHOO
MEMBER (Fin.)


S.K.NANDA
PRESIDENT

Copy to: -

1. Sri Satya Mahala, At-Babijor, Po-Udar, Via-Jarasingha, Dist-Bolangir-767067.
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."