



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)), Sri Krupasindhu Padhee, (Co-Opted Member)

Memo No.GRF/BGR/Order/ 236

Dated, the 31/03/2026

Corum: Er. Sambit Kumar Nanda
Sri Prasanta Kumar Sahoo

- President
- Member (Finance)

1	Case No.	Complaint Case No. BGR/162/2026		
2	Complainant/s	Name & Address Sri Brundabana Purohit, At/Po-Bakti, Via-Salebhata, Dist-Bolangir	Consumer No 911313041934	Contact No. 9777155583
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Loisingha	Division Bolangir Electrical Division, TPWODL, Bolangir	
4	Date of Application	20.03.2026		
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) <u>155, 157</u> 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	20.03.2026		
9	Date of Order	31.03.2026		
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 Kutasingha

Appeared:

For the Complainant -Sri Brundabana Purohit
For the Respondent -Sri Saroj Kumar Kanda, S.D.O (Elect.), Loisingha

Complaint Case No. BGR/162/2026

Sri Brundabana Purohit,
At/Po-Bakti, Via-Salebhata,
Dist-Bolangir
Con. No. 911313041934

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER

(Dt.31.03.2026)

During camp court hearing at Kutasingha PSS on 20th Mar. 2026, the consumer Shri Brundaban Purohit was appeared before the Forum & Shri Saroj Kumar Kanda, SDO-Loisingha was appeared before the Forum.

HISTORY OF THE CASE

The Complaint petition filed by the consumer Shri Brundaban Purohit who is LT-Dom. consumer availing a CD of 1 KW. He was disputed about the inflated and erroneous billing done from the date of power supply to Aug-2023. He has submitted his grievances for revision of bill. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 20.03.2026

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Salebhata section of Loisingha Sub-division. The complainant reiterated the above dispute and requested before the Forum for suitable revision of the bill.

SUBMISSION OF OPPOSITE PARTY DURING HEARING

The OP appeared before the Forum with billing ledger. On defence, he intimated that the consumer is a LT-Dom. consumer availing power supply since Dec.-2022. The billing dispute raised by the complainant about inflated & erroneous billing from the date of power supply to Aug-2023 is not based on facts as all the bills have been raised on meter reading basis.

Considering the above, the OP requested before the Forum to reject the petition of the complainant and pass order as deemed fit.


MEMBER (Fin.)


PRESIDENT

FINDINGS AND ANALYSIS OF THE FORUM

The case is perused with all available documents in record and merit of the case. The consumer is a LT-Dom. consumer with a CD of 1 KW. The consumer has availed power supply since 01st Dec. 2022 and arrear outstanding upto Jan.-2026 is ₹ 17,667.41p. As complained by the complainant and submission of OP, it is observed by the Forum that,

The consumer represented that inflated & erroneous billing has been done with meter no. TPWODL1042079 and continues till Aug-2023. After complaint with the OP, the said meter has been removed with a new meter on 30th Sep. 2023, thereafter the meter is showing actual consumption. The consumer has disputed the accuracy of the earlier meter and represented that the said meter is showing excess consumption than actual consumption.

The OP submitted that all the bills has been raised with actual meter reading basis and hence no revision is required.

The Forum analysed the billing ledger and observed the followings,

The consumer has availed power supply on 01st Dec. 2022 with meter no. TPWODL1042079. The consumer has disputed the accuracy of the meter which was in operation till Jul-2023. From the date of power supply to Jul-2023, billing has been done with meter reading basis. The OP has replaced the meter with a new one on 18th Aug. 2023 with meter no. TPWODL1151706. Again, the same meter has been replaced with anew one on 30th Sep. 2023 with meter no. 300091852. The Forum asked the OP that why such frequent meter change has been done. The OP could not give sufficient reason for such change of meter. They have only submitted that due to upgraded technology, the meter has been replaced but the Forum feels that this is not sufficient reason for frequent replacement. The Forum examined the consumption pattern of pre vs. post meter replacement period and observed that the consumption pattern of pre-meter replacement period is very high. However, for confirmation, the Forum directed the OP to make physical inspection of the consumer premises along with connected load. The OP inspected the premises on 25th Mar. 2026 and submitted PVR where connected load is found to be 519 watt against contract demand of 1 KW.

From the above, the Forum feels that the meter installed in the consumer premises with sl. no. TPWODL1042079 & TPWODL1151706 have so error and needs bill revision as per consumption pattern of new meter with sl. no. 300091852. Hence, the billing for the said period is treated as erroneous and needs bill revision under CI-155 & 157 of OERC Dist. (Conditions of Supply) Code 2019 to redress the consumer grievances.

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 energy bills raised to the consumer from Dec-2022 to Sep-2023 is to be revised as per succeeding months average consumption of new meter by considering IMR : 0 (30.09.2023) & FMR : 588 (Mar-2024) under CI-155 & 157 of OERC Distribution Code 2019.
2. DPS is to be levied as per OERC Regulation.
3. All sundries and adjustments are to be considered during the above revision period.

Case is disposed off accordingly.


MEMBER (Fin.)

PRESIDENT



Compliance report must be submitted to the Forum by the opposite party within one month after receipt of GRF order otherwise it will be treated as non-compliance.


P.K.SAHOO
MEMBER (Fin.)


S.K.NANDA
PRESIDENT

Copy to: -

1. Sri Brundabana Purohit, At/Po-Bakti, Via-Salebhata, Dist-Bolangir-767021.
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.

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."