



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/ 278^{LS}

Dated, the 16/04/2026

Corum: Er. Sambit Kumar Nanda
Sri Prasanta Kumar Sahoo

- President
- Member (Finance)

1	Case No.	Complaint Case No. BGR/172/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Basudev Banchhor, For Sri Sitaram Banchhor, At-Kuliadaroho, Po-Khagsa, Via-Kantabanji, Dist-Bolangir		912212210083	8658719763
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Kantabanji		Division Titilagarh Electrical Division, TPWODL, Titilagarh	
4	Date of Application	25.03.2026			
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	25.03.2026			
9	Date of Order	16.04.2026			
10	Order in favour of	Complainant	Respondent	<input checked="" type="checkbox"/>	Others
11	Details of Compensation awarded, if any.	Nil			

MEMBER (Fin.)

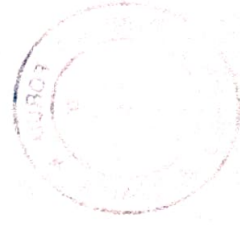
PRESIDENT

Place of Hearing: Camp Court at Tureikela



Appeared:

For the Complainant -Sri Basudev Banchhor
For the Respondent -Sri Sanjaya Tirkey, S.D.O (Elect.), Kantabanji



Complaint Case No. BGR/172/2026

Sri Basudev Banchhor,
For Sri Sitaram Banchhor,
At-Kuliadaroho, Po-Khagsa,
Via-Kantabanji, Dist-Bolangir
Con. No. 912212210083

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**

ORDER

(Dt.16.04.2026)

During Camp Court hearing at Tureikela PSS on 25th Mar. 2026, the representative of the consumer Shri Basudeb Banchhor was present & Shri Sanjaya Tirkey, SDO-Kantabanji was present as opposite party.

HISTORY OF THE CASE

The Complainant is a LT-Dom. consumer availing a CD of 0.5 KW. The complainant represented that he is getting abnormal & inflated bill from the date of new meter installation i.e. 05th Jan. 2024 to till date. The complainant raised dispute against the said meter and requested before the Forum for replacement of meter.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 25.03.2026

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Tureikela Section of Kantabanji 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 Aug.-2011. 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 reject the petition of the consumer and to pass order as deemed fit.

MEMBER (Fin.)

16/04/26

PRESIDENT

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 0.5 KW. The consumer has availed power supply since 18th Aug. 2011. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The energy meter of the consumer was got defective for which average bill has been served from Mar-2022 to Dec-2023. The OP has replaced the defective meter with a new one on 05th Jan. 2024 having meter no. TWNX516910. 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 within seven days and directed the OP to test the meter by the MMG team at the earliest with submission of detailed report to the Forum. The complainant denied to deposit the meter testing fees and requested to test the meter. Considering his request, the Forum directed the OP to intimate the MMG team for meter testing. The MMG team has tested the meter on 09th Apr. 2026 and submitted the report before the Forum on the same day. The abstract of the PVR is, **"During the testing, it has been found that the testing result is within limit i.e. 0.45%."**

The meter test conducted by MMG team and report generated on 09th Apr. 2026 has been taken into record.

3. Hence, it is concluded that the present meter i.e. meter no. TWNX516910 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. : TWNX516910) disputed by the complainant has been tested on 09th Apr. 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 OP is directed to debit the meter testing of ₹ 500/- in the next energy bill.**

Case is disposed off accordingly.


P.K.SAHOO
MEMBER (Fin.)


S.K.NANDA
PRESIDENT

Copy to :-

1. Sri Basudev Banchhor, At-Kuliadaroho, Po-Khagsa, Via-Kantabanji, Dist-Bolangir-767039.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Kantabanji.
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 → 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."