

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/ 321⁽⁵⁾

Dated, the 28/04/2026

Corum: Er. Sambit Kumar Nanda
Sri Prasanta Kumar Sahoo

- President
- Member (Finance)

1	Case No.	Complaint Case No. BGR/186/2026		
2	Complainant/s	Name & Address Sri Manoj Kumar Biswal, At/Po-Ainlasari, Dist-Bolangir	Consumer No 911225150498	Contact No. 9337182700
3	Respondent/s	Name S.D.O (Elect.), No. II, TPWODL, Bolangir	Division Bolangir Electrical Division, TPWODL, Bolangir	
4	Date of Application	30.03.2026		
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	22.04.2026	
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: GRF, Bolangir

Appeared:

For the Complainant - Sri Manoj Kumar Biswal
For the Respondent - Sri Bijaya Kumar Rout, OAG-II (Auth. Representative)

Complaint Case No. BGR/186/2026

Sri Manoj Kumar Biswal,
At/Po-Ainlasari,
Dist-Bolangir
Con. No. 911225150498

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER

(Dt.28.04.2026)

The consumer was appealed before the Forum vide his application dated 20th Mar. 2026 which has registered on Case no. 186 of 2026. He was disputed about the meter test conducted on 02nd Aug. 2025 and submitted that he has not satisfied with that meter test. He has filed his grievances for re-testing of meter.

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

HISTORY OF THE CASE

The Complaint petition has filed by the consumer Shri Manoj Kumar Biswal who is a LT-Dom. consumer availing a CD of 0.5 KW. The complainant represented that he was apprehended that the present meter is showing excess consumption than actual consumption.

PROCEEDING OF HEARING DATED : 09.04.2026

Appeared:

For the Complainant - ABSENT
For the Respondent - Sri Bijaya Kumar Rout, OAG-II (Auth. Representative)

As the complainant was absent on the hearing date, the said case was adjourned to 20th Apr. 2026. Accordingly, hearing date was fixed on 20th Apr. 2026 and notice was served to both the parties to remain present on the date with relevant documents.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 22.04.2026

Appeared:

For the Complainant - Sri Manoj Kumar Biswal
For the Respondent - Sri Bijaya Kumar Rout, OAG-II (Auth. Representative)

MEMBER (Fin.)

PRESIDENT

As like previous date, the complainant was not present on the hearing date again. Hence, the Forum decided that the case is to be proceed as per available documents and merits of the case.

PREVIOUS COMPLAINS IF ANY :

Letter no. nil, dated 26th Oct. 2024 addressed to SDO-Bolangir.

SUBMISSION OF OPPOSITE PARTY DURING HEARING

The OP appeared before the Forum with relevant record. On defence, he intimated that the consumer is a LT-Dom. consumer availing power supply since Aug-2018. The arrear outstanding has been accumulated due to upward assessment for the meter defective period from Oct-2021 to Sep-2023 for which an amount of ₹ 12,831.98p has been debited in the bill of Jan.-2025 in obedience to Cl-155 of OERC Dist. (Conditions of Supply) Code 2019 which is liable to pay by the consumer. 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-Dom. consumer with a CD of 0.5 KW. The consumer has availed power supply since 28th Aug. 2018. As complained by the complainant and submission of OP, it is observed by the Forum that,


As represented by the consumer, the meter installed on 31st Oct. 2023 with meter sl. no. TWSP51081890 is recording excess consumption than actual consumption. The complainant was raised dispute about the accuracy of the said meter which is existing till date with running status. As suggested by OP, the consumer was deposited the meter testing fees of ₹ 500/- on 18th Jul. 2025. The meter was tested on 02nd Aug. 2025 by MMG team and found that the meter accuracy is within permissible limit having an error of 0.66%. The consumer was not satisfied with the said meter testing and raised objection.

The Forum is of the opinion that as the meter was tested on 02nd Aug. 2025 and found that the meter accuracy is within permissible limit, the objection of the consumer is not considerable.

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 complaint petition of the consumer is not based on facts. Hence, the petition is hereby rejected.

Case is disposed off accordingly.


P.K.SAHOO
MEMBER (Fin.)


S.K.NANDA
PRESIDENT

Copy to: -

1. Sri Manoj Kumar Biswal, At/Po-Ainlasari, Dist-Bolangir-767065.
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 : tpwwesternodisha.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:Bhoingar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums.”