



## 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/ 296<sup>CS</sup>

Dated, the 22/04/2026

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

- President  
- Member (Finance)

|                        |  |   |   |   |             |
|------------------------|--|---|---|---|-------------|
| 1                      | Case No.                                     | Complaint Case No. BGR/209/2026   |   |   |             |
| 2                      | Complainant/s                                | Name & Address  |   | Consumer No   | Contact No. |
|                        |  | Sri Uddhaba Sahu,<br>For Sri Samaru Sahu,<br>At-Manumunda, Po-Kandhkelgaon,<br>Via-Deogaon, Dist-Bolangir |   | 911524041391  | 8280476104  |
| 3                      | Respondent/s                                 | Name<br>S.D.O (Elect.), TPWODL, Tusura  |   | Division<br>Bolangir Electrical Division,<br>TPWODL, Bolangir |             |
| 4                      | Date of Application                          | 18.04.2026  |   |   |             |
| 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                           | 18.04.2026  |   |   |             |
| 9                      | Date of Order                                | 22.04.2026  |   |   |             |
| 10                     | Order in favour of                           | Complainant   | √ | Respondent  | Others      |
| 11                     | Details of Compensation awarded, if any.     | Nil   |   |   |             |

22/04/26  
MEMBER (Fin.)

22/04/26  
PRESIDENT

Place of Hearing: Camp Court at Deogaon

**Appeared:**

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



**Complaint Case No. BGR/209/2026**

Sri Uddhaba Sahu,  
For Sri Samaru Sahu,  
At-Manumunda, Po-Kandhkelgaon,  
Via-Deogaon, Dist-Bolangir  
Con. No. 911524041391

**COMPLAINANT**

**-Versus-**

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

**OPPOSITE PARTY**

**ORDER**

**(Dt.22.04.2026)**

During Camp Court hearing at Jarasingha PSS on 18<sup>th</sup> Apr. 2026, the representative of the consumer Shri Uddhaba Sahu was present & Shri Narottam Maharana, SDO-Tusura was present as opposite party.

**HISTORY OF THE CASE**

The Complaint petition filed by the representative of the consumer Shri Uddhaba Sahu who is a LT-Dom. consumer availing a CD of 1 KW. He has disputed about the erroneous bill of Feb-2026 with 1822 units amounting to ₹ 11,130.77p. He has filed 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 : 18.04.2026**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Deogaon Section of Tusura Sub-division. The complainant represented that he has served an erroneous & inflated bill in Feb-2026 with 1822 units for which the total outstanding arrear has been accumulated to ₹ 11,773.21p upto Mar.-2026. The complainant raised dispute against the said period and requested before the Forum for suitable revision of the bill.

**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-2013. The billing dispute raised by the complainant for the month of Feb-2026 is a genuine dispute. Actually, the energy meter of the consumer has been replaced on 23<sup>rd</sup> Feb. 2026 with meter sl. no. TWSU11027111. As per old meter final reading and consumption of new meter reading, bill of Feb-26 has been generated with 1822 units.

MEMBER (Fin.)

PRESIDENT

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

### FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 1 KW. The consumer has availed power supply since 12<sup>th</sup> Aug. 2013 and total outstanding upto Mar.-2026 is ₹ 11,773.21p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer represented that erroneous billing has been done in Feb-2026 with 1822 units which needs bill revision.

The OP admitted the complaint and submitted that a new meter has been installed with meter no. TWSU11027111 on 23<sup>rd</sup> Feb. 2026. Based on FMR of old meter reading and consumption of new meter reading, the bill has prepared.

2. The Forum analysed the billing ledger submitted by OP. It is observed that the consumer was billed with previous meter no. LW117590CMR till 23<sup>rd</sup> Feb. 2026 and CMR in Jan.-2026 is 1366 with meter running condition. The same has been verified with meter photo available in FG database and found that the CMR of Jan.-2026 is 1366. The said meter has been replaced with a new smart meter with sl. no. TWSU11027111 on 23<sup>rd</sup> Feb. 2026. The CMR of new meter on 16<sup>th</sup> Mar. 2026 is 7. But in the meter replacement data, the CMR of old meter has been written as 3181. Hence, it is to say that the consumption from 09<sup>th</sup> Feb. 2026 to 23<sup>rd</sup> Feb. 2026 is  $3181 - 1366 = 1815$  for 14 days. The Forum asked the OP to submit the meter replacement data within seven days. The OP collected the meter replacement sheet from MMG team submitted the same and meter photo on 20<sup>th</sup> Apr. 2026 and found that the CMR of old meter on 23<sup>rd</sup> Feb. 2026 is 1381. In support to that, the meter photo is also confirmed the same.

From the above, it is clear that there is some typographical error while uploading of meter replacement data. The actual CMR is 1381 but wrongly it has been punched as 3181. Hence, the bill of Feb-2026 is to be revised as follows,

|   |  | <b>ALREADY BILLED</b> | <b>TO BE BILLED</b> |
|---|--|-----------------------|---------------------|
| 1 | CMR OF JAN-26                                  | 1366                  | 1366                |
| 2 | CMR OF 23.02.26                                | 3181                  | 1381                |
| 3 | CMR ON 16.03.26                                | 7                     | 7                   |
| 4 | <b>UNITS CONSUMPTION FOR FEB-26 (2 -1 + 3)</b> | <b>1822</b>           | <b>22</b>           |

3. On scrutiny of the documents, it is observed by the Forum that the bills raised for Feb-26 needs bill revision under CI-155 & 157 of OERC Distribution 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.

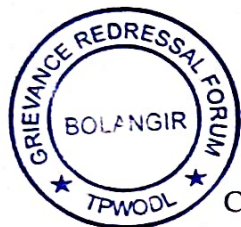
  
MEMBER (Fin.)

  
PRESIDENT

The OP directed to revise the bill of Feb-2026 by considering old meter CMR on the date of replacement as 1381 instead of 3181 and consumption of new meter as 7 totaling of 22 units and serve the consumer for making payment.

Case is disposed off accordingly.

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 Uddhaba Sahu, At-Manumunda, Po-Kandhkelgaon, Via-Deogaon, Dist-Bolangir-767029.
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](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."**