



## GRIEVANCE REDRESSAL FORUM, BOLANGIR

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Bench: Er. Sambit Kumar Nanda (President), Sri Prasanta Kumar Sahoo (Member (Finance))

Memo No.GRF/BGR/Order/ 325

Dated, the 30/04/2026

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

- President  
- Member (Finance)

1	Case No.	Complaint Case No. BGR/219/2026			
2	Complainant/s	Name & Address Sri Om Prakash Routia, For Sri Hemsagar Routia, At-Palsapada, Po-Sarmuhan, Via-Belpada, Dist-Bolangir		Consumer No 912313072692	Contact No. 8658082919
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Patnagarh		Division Titilagarh Electrical Division, TPWODL, Titilagarh	
4	Date of Application	24.04.2026			
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) <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	24.04.2026			
9	Date of Order	30.04.2026			
10	Order in favour of	Complainant	<input checked="" type="checkbox"/>	Respondent	Others
11	Details of Compensation awarded, if any.	Nil			

MEMBER (Fin.)

PRESIDENT



Place of Hearing: Camp Court at Belpada

**Appeared:**

For the Complainant -Sri Om Prakash Routia  
For the Respondent -Sri Jasobanta Narayan Deo, S.D.O (El.), Patnagarh (I/c)



**Complaint Case No. BGR/219/2026**

Sri Om Prakash Routia,  
For Sri Hemsagar Routia,  
At-Palsapada, Po-Sarmuhan,  
Via-Belpada, Dist-Bolangir  
Con. No. 912313072692

**COMPLAINANT**

**-Versus-**

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

**OPPOSITE PARTY**

**ORDER**  
**(Dt.30.04.2026)**

During Camp Court hearing at Belapada Section office on 24<sup>th</sup> Apr. 2026, the representative of the consumer Shri Om Prakash Routia was present & Shri Jasobanta Narayan Deo, I/c SDO-Patnagarh was present as opposite party.

**HISTORY OF THE CASE**

The Complaint petition filed by the representative of the consumer Shri Om Prakash Routia who is a LT-Dom. consumer availing a CD of 1 KW. He was disputed about the erroneous bill of Feb-2026 with 738 units amounting to ₹ 4,233.87p. 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 : 24.04.2026**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Belpada Section of Patnagarh Sub-division. The complainant represented that he has served an erroneous & inflated bill in Feb-2026 with 738 units for which the total outstanding arrear has been accumulated to ₹ 4,233.87p 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 Oct-2020. The billing dispute raised

MEMBER (Fin.)  
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PRESIDENT

by the complainant for the month of Feb-2026 is not a genuine dispute. Actually, the energy meter of the consumer has been replaced on 22<sup>nd</sup> Feb. 2026 with meter sl. no. TWSU51004608. As per old meter final reading and consumption of new meter reading, bill of Feb-26 has been generated with 738 units.

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 03<sup>rd</sup> Oct. 2020 and total outstanding upto Mar.-2026 is ₹ 4,604.07p. 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 738 units which needs bill revision.

The OP admitted the complaint and submitted that a new meter has been installed with meter no. TWSU51004608 on 22<sup>nd</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.4178241 with CMR till 22<sup>nd</sup> Feb. 2026 and CMR in Jan.-2026 is 2826 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 2826. The said meter has been replaced with a new smart meter with sl. no. TWSU51004608 on 22<sup>nd</sup> Feb. 2026. The CMR of new meter on 16<sup>th</sup> Mar. 2026 is 43. But in the meter replacement data, the CMR of old meter has been punched as 3521. Hence, it is to say that the consumption from 04<sup>th</sup> Feb. 2026 to 22<sup>nd</sup> Feb. 2026 is  $3521 - 2826 = 695$  for 19 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 on 28<sup>th</sup> Apr. 2026 and found that the CMR of old meter on 22<sup>nd</sup> Feb. 2026 is 2826. In support to that, the meter replacement sheet prepared by MMG team has 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 2826 but wrongly it has been punched as 3521. Hence, the bill of Feb-2026 is to be revised as follows,

		ALREADY BILLED	TO BE BILLED
1	CMR OF DEC-25	2803	2803
2	CMR OF JAN-26	2826	2826
3	FINAL READING ON 22.02.26	3521	2826
4	CMR OF NEW METER ON 03.03.26	43	43
5	UNITS CONSUMPTION FOR FEB-26 (3 -2 + 4)	738	43



MEMBER (Fin.) *30/04/26*

PRESIDENT



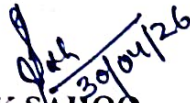
3. On scrutiny of the documents, it is observed by the Forum that the bills raised for Feb-26 needs bill revision under CI-155 & 157 of OERC Distribution Code-2019 to redress the consumer grievances.

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.

The OP directed to revise the bill of Feb-2026 by considering old meter CMR on the date of replacement as 2826 instead of 3521 and consumption of new meter as 43 totalling of 43 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 Om Prakash Routia, At-Palsapada, Po-Barmuhan, Via-Belpada, Dist-Bolangir-767026.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Patnagarh.
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](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:Bhojnagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."**