



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/

395

Dated, the

30/05/2026

Corum:

Er. Sambit Kumar Nanda

Sri Prasanta Kumar Sahoo

- President

- Member (Finance)

1	Case No.	Complaint Case No. BGR/252/2026																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																								
		Sri Ashok Kumar Podh, For Sri Megha Podh, At-Pipilipali, Po-Bharsuja, Via-Agalpur, Dist-Bolangir		911312041633	9937965020																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Loisingha		Division Bolangir Electrical Division, TPWODL, Bolangir																									
4	Date of Application	12.05.2026																											
5	In the matter of-	<table><tr><td>1. Agreement/Termination</td><td>2. Billing Disputes</td><td>√</td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td>4. Contract Demand / Connected Load</td><td></td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td>6. Installation of Equipment & apparatus of Consumer</td><td></td></tr><tr><td>7. Interruptions</td><td>8. Metering</td><td></td></tr><tr><td>9. New Connection</td><td>10. Quality of Supply & GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection & equipments</td><td></td></tr><tr><td>13. Transfer of Consumer Ownership</td><td>14. Voltage Fluctuations</td><td></td></tr><tr><td colspan="3">15. Others (Specify) –</td></tr></table>				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) –		
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6	Section(s) of Electricity Act, 2003 involved																												
7	OERC Regulation(s) with Clauses	<table><tr><td>1. OERC Distribution (Conditions of Supply) Code,2019; Clause(s) 155, 157</td></tr><tr><td>2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004; Clause</td></tr><tr><td>3. OERC Conduct of Business) Regulations,2004; Clause</td></tr><tr><td>4. Odisha Grid Code (OGC) Regulation,2006; Clause</td></tr><tr><td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004; Clause</td></tr><tr><td>6. Others</td></tr></table>				1. OERC Distribution (Conditions of Supply) Code,2019; Clause(s) 155, 157	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																		
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8	Date(s) of Hearing	12.05.2026																											
9	Date of Order	30.05.2026																											
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 Kendumundi



Appeared:

For the Complainant

–Sri Ashok Kumar Podh

For the Respondent

–Sri Kshirodra Kumar Meher, OAG-II (Representative)

Complaint Case No. BGR/252/2026

Sri Ashok Kumar Podh,
For Sri Megha Podh,
At-Pipilipali, Po-Bharsuja,
Via-Agalpur, Dist-Bolangir
Con. No. 911312041633

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COMPLAINANT

-Versus-

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

-

OPPOSITE PARTY

ORDER

(Dt.30.05.2026)

During Camp Court hearing at Kendumundi PSS on 12th May 2026, the representative of the consumer Shri Ashok Kumar Podh was present & Shri Kshirodra Kumar Meher, OAG-II, Auth. Rep. of SDO-Loisingha was present on behalf of opposite party.

HISTORY OF THE CASE

The Complaint petition filed by the representative of the consumer Shri Ashok Kumar Podh who is a LT-Dom. consumer availing a CD of 0.11 KW. He was disputed about the erroneous bill of Feb-2026 with 2860 units amounting to ₹ 17,715.84p. 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 : 12.05.2026

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Agalpur Section of Loisingha Sub-division. The complainant represented that he has served an erroneous & inflated bill in Feb-2026 with 2860 units for which the total outstanding arrear has been accumulated to ₹ 17,594.32p upto Apr.-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 Apr-2016. The billing dispute raised 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 01st Mar. 2026 with meter sl. no. TWSU11026597. As per old meter final reading and consumption of new meter reading, bill of Feb-26 has been generated with 2860 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 0.11 KW. The consumer has availed power supply since 05th Apr. 2016 and total outstanding upto Apr.-2026 is ₹ 17,594.32p. 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 2860 units which needs bill revision.

The OP admitted the complaint and submitted that a new meter has been installed with meter no. TWSU11026597 on 01st Mar. 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. LW214334 with CMR of Jan.-2026 (billed on 20th Feb. 2026) is 6320 with meter running condition. The same has been verified with meter photo available in FG database and found correct. The said meter has been replaced with a new smart meter with sl. no. TWSU11026597 on 01st Mar. 2026. The CMR of new meter on 01st Mar. 2026 is 0. But in the meter replacement data, the CMR of old meter has been punched as 9180. The FG database is,

METER CHANGE DETAILS

Meter Installation Date	Changed On	Entered On	Entered By	Approved/Rejected On	Approved/Rejected By	Old Meter No.	New Meter No.	Old Meter Make	New Meter Make	Readings				MF
										Old KWH	Old KVAH	New KWH	New KVAH	
01-Mar-2026	01-Mar-2026	02-Mar-2026	MMG	02-Mar-2026	MMG	LW214334	TWSU11026597	LINK WELL	HPL	9180	3645	0	0	1 1
	00 00.00 11 44:52													
	13-Feb-2019	31-Oct-2021	Admin				LW214334	INDOTECH	INDOTECH	0	0	1	0	1 1
	00 00.00 13 47:36													

3. As there is some confusion about the old meter final meter reading, 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 26th May 2026 and found that the CMR of old meter on 21st Feb. 2026 (meter replacement date) is 6322. 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 6322 but wrongly it has been punched as 9180. Hence, the bill of Feb-2026 is to be revised as follows,

		ALREADY BILLED	TO BE BILLED
1	CMR OF DEC-25	6281	6281
2	CMR OF JAN-26	6320	6320
3	FINAL READING ON 21.02.26	9180	6322
4	CMR OF NEW METER ON 03.03.26	0	0
5	UNITS CONSUMPTION FOR FEB-26 (3 -2 + 4)	2860	2

MEMBER (Fin.)

PRESIDENT

4. On scrutiny of the documents, it is observed by the Forum that the bills raised for Feb-26 needs bill revision under Cl-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 6322 instead of 9180 and consumption of new meter as 0 totalling of 2 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 Ashok Kumar Podh, At-Pipilipali, Po-Bharsuja, Via-Agalpur, Dist-Bolangir-767061.
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."