



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/

426⁵¹

Dated, the

04/06/2026

Corum:

Er. Sambit Kumar Nanda

Sri Prasanta Kumar Sahoo

- President

- Member (Finance)

1	Case No.	Complaint Case No. BGR/270/2026																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																								
		Sri Prakash Kumar Behera, For Sri Prabhat Kumar Behera, At-Chantimunda, Po-Fatkara, Via-Chudapali, Dist-Bolangir		911001025568	9438516420																								
3	Respondent/s	Name S.D.O (Elect.), No. II, TPWODL, Bolangir		Division Bolangir Electrical Division, TPWODL, Bolangir																									
4	Date of Application	19.05.2026																											
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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6. Others																													
8	Date(s) of Hearing	19.05.2026																											
9	Date of Order	04.06.2026																											
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 Kudasingha

Appeared:

For the Complainant -Sri Prakash Kumar Behera

For the Respondent -Sri Sunil Kumar Swain, S.D.O (Elect.), No. II, Bolangir

Complaint Case No. BGR/270/2026

Sri Prakash Kumar Behera,
For Sri Prabhat Kumar Behera,
At-Chantimunda, Po-Fatkara,
Via-Chudapali, Dist-Bolangir
Con. No. 911001025568

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER

(Dt.04.06.2026)

During Camp Court hearing at Kudasingha PSS on 19th May 2026, the representative of the consumer Shri Prakash Kumar Behera was present & Shri Sunil Kumar Swain, SDO-II, Balangir was present as opposite party.

HISTORY OF THE CASE

The Complaint petition filed by the representative of the consumer Shri Praksh Kumar Behera who is a LT-Irr. consumer availing a CD of 2.5 KW. He was disputed that there is mismatch of meter number in the billing data vis-à-vis physical status i.e. he is availing power supply with meter no. TWSC59019548 but billing is being done with meter no. TWSC59019546. He has submitted his grievances for rectification of meter number and revision of bill.

The case heard in detail.

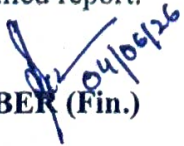
PROCEEDING OF HEARING DATED : 19.05.2026

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Chudapali section of Balangir-II Sub-division. The consumer represented that physically the meter no. TWSC59019548 is available in his premises whereas meter no. TWSC59019546 is showing in billing data for which he is suspected about erroneous billing. The complainant raised dispute and requested before the Forum for suitable revision of bill.

SUBMISSION OF OPPOSITE PARTY DURING HEARING

The OP appeared before the Forum with relevant records. On defence, he intimated that the consumer is a LT-Irr. consumer availing power supply since Aug.-2021. The billing dispute raised by the complainant for wrong meter no. requires field enquiry for which seven day time is required to submit a detailed report.


MEMBER (Fin.)


PRESIDENT

Considering the above, the OP requested before the Forum to grant time for detailed inspection and submission of detailed report.

REMARKS OF FIELD VERIFICATION REPORT OF O.P.

The OP was undertaken to submit a detailed report within 7 days before the Forum. The OP inspected the premises on 26th May 2026 and submitted the report before the Forum on 29th May 2026 and certified that the consumer is availing power supply with meter no. TWSC59019548 which has been installed on 14th May 2024 and CMR on 26.05.2026 is 75. Meter no. TWSC59019546 has been installed against cons. no. 9110-0102-5566 (Shri Binod Bihari Behera) and CMR on 26.05.2026 is 16872. The PVR made by OP dated 26th May 2026 has taken into record.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Irr. consumer with a CD of 2.5 KW. The consumer has availed power supply since 04th Aug. 2021 and total outstanding upto Apr.-2026 is ₹ 30,695.45p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. As per present billing data available in FG billing software, meter no. TWSC59019546 has been installed on 14th May 2024 and thereafter actual billing has done. But the complainant was raised dispute that meter no. TWSC59019548 has been installed in his premises. To resolve the issue, the Forum directed the OP to make a physical inspection and report must be submitted within seven days. The OP conducted the meter testing on 26th May 2026 and submitted report on 29th May 2026. The abstract of the report is,

"It is found that the connection no.-1 having cons. no. 9110-0102-5568 and meter no. TWSC59019548 and reading is 75 is misplaced with connection no.-2 having consumer no. 9110-0102-5566 and meter no. TWSC59019546 and reading is 16872."

The meter test conducted by OP on 26.05.2026 and report submitted has taken into record.

From the above report of MMG team, it is evident that due to wrong punching of meter no. with cons. no., this dispute has arisen. In this case, a wrong smart meter no. TWSC59019546 has been tagged with this consumer against actual meter no. TWSC59019548 but practically the said meter TWSC59019546 has installed against cons. no. 9110-0102-5566. But due to smart metering with the facility of automated meter reading, the consumer has been billed with the consumption of meter no. TWSC59019548 which needs to be rectified.

CONS. NO.	CONS. NAME	AS PER BILLING DATA		AS PER FIELD DATA	
		METER NO.	CMR (KWH) - APR'26	METER NO.	CMR (KWH)- 26.05.26
9110-0102-5568	PRABHAT KU BEHERA	TWSC59019546	15884	TWSC59019548	75
9110-0102-5566	BINOD BIHARI BEHERA	TWSC59019548	234	TWSC59019546	16872

MEMBER (Fin.)

PRESIDENT

2. In the instant case, it is a clear case of wrong tagging of meter no. by the licensee for which the billing dispute has raised. Hence, the Forum advised the licensee to take proper care while tagging of meter no. in the billing software.
3. The OP has submitted that as the disputed billing period has not yet revised, it needs bill revision as per actual consumption of meter.

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 meter no. of both the consumers i.e. 9110-0102-5568 & 9110-0102-5566 must be updated in billing database with meter no. TWSC59019548 & TWSC59019546 respectively for proper billing.
2. The energy bills raised to the consumer (9110-0102-5568) must be re-casted from 14th May 2024 to 26th May 2026 by considering IMR: 0 (14.05.2024) & FMR: 75 (26.05.2026). Similarly, the energy bills raised to the consumer (9110-0102-5566) must be re-casted from 14th May 2024 to 26th May 2026 by considering IMR : 0 (14.05.2024) & FMR: 16872 (26.05.2026).
3. All sundries and adjustments are to be considered during the above revision period.

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 Prakash Kumar Behera, At-Chantimunda, Po-Fatkara, Via-Chudapali, Dist-Bolangir-767024.
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 : 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."