



**ଅଭିଯୋଗ ପ୍ରତିବିଧାନ ମଞ୍ଚ, ବଲାଙ୍ଗିର**  
**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/ **487(5)**

Dated, the **23<sup>rd</sup> July'2026**

**Corum:**

**Er. Sambit Kumar Nanda**

**Sri Prasanta Kumar Sahoo**

- **President**

- **Member (Finance)**

|                                                                                     |                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                             |                           |                                                                  |                                                                                    |                                                       |                                                   |                                                                                     |           |                                           |                                                      |  |                  |             |   |                   |                              |  |                                 |                                                 |  |                                    |                          |  |                        |  |  |
|-------------------------------------------------------------------------------------|------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------|---------------------------|------------------------------------------------------------------|------------------------------------------------------------------------------------|-------------------------------------------------------|---------------------------------------------------|-------------------------------------------------------------------------------------|-----------|-------------------------------------------|------------------------------------------------------|--|------------------|-------------|---|-------------------|------------------------------|--|---------------------------------|-------------------------------------------------|--|------------------------------------|--------------------------|--|------------------------|--|--|
| 1                                                                                   | Case No.                                             | Complaint Case No. BGR/301/2026                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                             |                           |                                                                  |                                                                                    |                                                       |                                                   |                                                                                     |           |                                           |                                                      |  |                  |             |   |                   |                              |  |                                 |                                                 |  |                                    |                          |  |                        |  |  |
| 2                                                                                   | Complainant/s                                        | Name & Address<br>Sri Ghanashyam Jagadala,<br>For Sri Nishamani Jagadala,<br>At-Gandabhaal, Po-Ulunda,<br>Dist-Sonepur                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Consumer No<br>915201011052                                 | Contact No.<br>9938121683 |                                                                  |                                                                                    |                                                       |                                                   |                                                                                     |           |                                           |                                                      |  |                  |             |   |                   |                              |  |                                 |                                                 |  |                                    |                          |  |                        |  |  |
| 3                                                                                   | Respondent/s                                         | Name<br>S.D.O (Elect.), TPWODL, B.M.Pur                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Division<br>Sonepur Electrical Division,<br>TPWODL, Sonepur |                           |                                                                  |                                                                                    |                                                       |                                                   |                                                                                     |           |                                           |                                                      |  |                  |             |   |                   |                              |  |                                 |                                                 |  |                                    |                          |  |                        |  |  |
| 4                                                                                   | Date of Application                                  | 17.06.2026                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                             |                           |                                                                  |                                                                                    |                                                       |                                                   |                                                                                     |           |                                           |                                                      |  |                  |             |   |                   |                              |  |                                 |                                                 |  |                                    |                          |  |                        |  |  |
| 5                                                                                   | In the matter of-                                    | <table border="1"><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 &amp; 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 &amp; GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection &amp; 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) – |  |  |
| 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                      | <table border="1"><tr><td>1. OERC Distribution (Conditions of Supply) Code,2019; Clause(s)</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) | 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 |                                           |                                                      |  |                  |             |   |                   |                              |  |                                 |                                                 |  |                                    |                          |  |                        |  |  |
| 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                                   | 17.06.2026                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                             |                           |                                                                  |                                                                                    |                                                       |                                                   |                                                                                     |           |                                           |                                                      |  |                  |             |   |                   |                              |  |                                 |                                                 |  |                                    |                          |  |                        |  |  |
| 9                                                                                   | Date of Order                                        | 23.07.2026                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                             |                           |                                                                  |                                                                                    |                                                       |                                                   |                                                                                     |           |                                           |                                                      |  |                  |             |   |                   |                              |  |                                 |                                                 |  |                                    |                          |  |                        |  |  |
| 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 Ulunda

**Appeared:**

**For the Complainant** - Sri Ghanashyam Jagadala  
**For the Respondent** - Sri Somanath Seth, S.D.O (Elect.), B.M.Pur

**Complaint Case No. BGR/301/2026**

Sri Ghanashyam Jagadala,  
For Sri Nishamani Jagadala,  
At-Gandabahal, Po-Ulunda,  
Dist-Sonepur  
Con. No. 915201011052

**COMPLAINANT**

**-Versus-**

Sub-Divisional Officer,  
Electrical Sub-Division,  
TPWODL, B.M.Pur

**OPPOSITE PARTY**

**ORDER**  
**(Dt.23.07.2026)**

During Camp Court hearing at Ullunda Section Office on 17<sup>th</sup> Jul. 2026, the representative of the consumer Shri Ghanashyam Jagadala was present & Shri Somanath Seth, SDO-B M Pur Sub-division was present as opposite party.

**HISTORY OF THE CASE**

The Complainant is a LT-Dom. consumer availing a CD of 2 KW. The complainant represented that he is getting abnormal & inflated bill in the month of May-2026. The complainant raised dispute about the present meter accuracy and requested before the Forum for suitable revision of the bill.

The case was heard in detail.

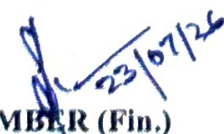
**PROCEEDING OF HEARING DATED : 17.06.2026**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Ullunda section of B M Pur Sub-division. The consumer represented that he has been served with abnormal & inflated bill in the month of May-2026 and he is under apprehension that the said meter is recording excess consumption than actual consumption. The complainant raised dispute against the said period and requested before the Forum for replacement of meter and suitable revision of bill.

**SUBMISSION OF OPPOSITE PARTY DURING HEARING**

The OP appeared before the Forum with relevant documents. On defense, he intimated that the consumer is a LT-Dom. consumer availing power supply since May-2017. The billing dispute raised by the complainant for the inflated billing in the month of May-2026 is not a genuine dispute as the monthly bill has raised on actual meter reading basis. Hence, the petition of the complainant should be rejected.

  
**MEMBER (Fin.)**

  
**PRESIDENT**



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

### **FINDINGS AND ANALYSIS OF THE FORUM**

The consumer is a LT-Dom. consumer with a CD of 2 KW. The consumer has availed power supply since 12<sup>th</sup> May 2017. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The energy meter of the consumer has been replaced with a new meter during Jan.-2022 with meter no. WHL002802. Thereafter, monthly bills have been raised with actual meter reading basis. The consumer has disputed the accuracy of the said meter and represented that the meter is showing excess consumption than actual consumption.
2. In response to that, the Forum directed the complainant to deposit the required meter testing fees with the licensee within seven days and directed the OP to test the meter by the MMG team at the earliest with submission of detailed report to the Forum. The complainant has deposited the required fees on the same day vide MR no. : 44746417062601020003. The MMG team has tested the meter on 22<sup>nd</sup> Jun. 2026 and submitted the report before the Forum. The abstract of the PVR is, **"During testing, all meter results are found within permissible limit. Error = (-) 0.54% ."**

The meter test conducted by MMG team and report generated on 22<sup>nd</sup> Jun. 2026 has been taken into record.

3. Hence, it is concluded that the present meter i.e. meter no. WHL002802 is out of error.

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 accuracy of meter (meter sl. no.: WHL002802) disputed by the complainant has been tested on 22<sup>nd</sup> Jun. 2026 and found error is within permissible limit. Hence, the petition of the complainant regarding dispute on meter accuracy is hereby rejected.**

Case is disposed off accordingly.

  
**P.K. SAHOO**  
**MEMBER (Fin.)**

  
**S.K. NANDA**  
**PRESIDENT**

Copy to: -

1. Sri Ghanashyam Jagadala, At-Gandabahl, Po-Ulunda, Dist-Sonepur-767062.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, B.M.Pur.
3. DFM/ AFM/ JFM, Sonepur Electrical Division, TPWODL, Sonepur.
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:Bhoiagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."**