



ଅଭିଯୋଗ ପ୍ରତିବିଧାନ ମଞ୍ଚ, ବଲାଙ୍ଗିର
GRIEVANCE REDRESSAL FORUM, BALANGIR

(Infront of Children's Park),

BALANGIR-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/ **497 (5)**

Dated, the **30th July'2026**

Corum:

Er. Sambit Kumar Nanda

-

President

Sri Prasanta Kumar Sahoo

-

Member (Finance)

1	Case No.	Complaint Case No. BGR/325/2026																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																								
		Sri Nrusingha Charan Joshi, For Smt. Geetanjali Joshi, At-Shivashakti Nagar, Back Side of Civil Court, Po/Dist-Balangir		911111070337	9777171778																								
3	Respondent/s	Name S.D.O (Elect.), No. I, TPWODL, Balangir		Division Balangir Electrical Division, TPWODL, Balangir																									
4	Date of Application	08.07.2026																											
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 & 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 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																		
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8	Date(s) of Hearing	08.07.2026																											
9	Date of Order	30.07.2026																											
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 Balangir Town

Appeared:

For the Complainant -Sri Nrusingha Charan Joshi
For the Respondent -Sri Swadhin Sahu, OAG-I (Authorised Representative)

Complaint Case No. BGR/325/2026

Sri Nrusingha Charan Joshi,
For Smt. Geetanjali Joshi,
At-Shivashakti Nagar,
Back Side of Civil Court,
Po/Dist-Balangir
Con. No. 911111070337

COMPLAINANT

-Versus-

Sub-Divisional Officer,
Electrical Sub-Division, No. I,
TPWODL, Balangir

OPPOSITE PARTY

ORDER

(Dt.30.07.2026)

During Camp Court hearing at Sec-IV, Balangir on 08th Jul. 2026, the representative of the consumer Shri Nrusingha Charan Joshi was present & Shri Swadhin Sahu, OAG-I was present as opposite party.

HISTORY OF THE CASE

The Complainant is a LT-Dom. consumer availing a CD of 3 KW. The complainant represented that he was disputed the bill of Mar-2026 which was raised for 45 days and also he is getting abnormal & inflated bill from the date of new meter installation i.e. from 26th Apr. 2026 to till date. The complainant raised dispute against the said meter and requested before the Forum for replacement of meter.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 08.07.2026

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under ESO-III Section of Balangir-I Sub-division. The consumer represented that he has been served with abnormal & inflated bill from the date of new meter installation to till date 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. Also, the consumer disputed about the bill of Mar-2026 with 45 days.

MEMBER (Fin.)

PRESIDENT

SUBMISSION OF OPPOSITE PARTY DURING HEARING

The OP appeared before the Forum with relevant documents. On defence, he intimated that the consumer is a LT-Dom. consumer availing power supply since Apr.-2023. The billing dispute raised by the complainant for the inflated billing with the new meter is not a genuine dispute as all bills are raised on actual meter reading basis. Hence, the petition of the complainant should be rejected. Regarding billing of Mar-2026, a new meter has been installed on 26th Apr. 2026 for which a period of 45 days has been billed during Mar-2026.

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 3 K.W. The consumer has availed power supply since 20th Apr. 2023. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The energy meter of the consumer has replaced the meter with a new one on 26th Apr. 2026 having meter no. TWSN10001729. The consumer has disputed the accuracy of the meter and represented that the said 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 denied to deposit the meter testing fees and requested to test the meter. Considering his request, the Forum directed the OP to intimate the MMG team for meter testing. The MMG team has tested the meter on 14th Jul. 2026 and submitted the report before the Forum on 18th Jul. 2026. The abstract of the PVR is,
"During testing, meter accuracy found within limit of error (- 0.46%)."

The meter test conducted by MMG team and report generated on 14th Jul. 2026 has been taken into record.

3. Hence, it is concluded that the present meter i.e. meter no. TWSN10001729 is out of error.
4. The Forum analysed the billing ledger and found that the representation of the consumer for billing of Mar-2026 has done for 45 days is based on facts which needs to be recasted 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.

1. **The accuracy of meter (meter sl. no. : TWSN10001729) disputed by the complainant has been tested on 14th Jul. 2026 and found error is within permissible limit. Hence, the petition of the complainant regarding dispute on meter accuracy is hereby rejected.**


MEMBER (Fin.)


PRESIDENT



2. The energy bill of Mar-2026 (served in Apr-2026) is to be recasted with 30 days considering pro-rated consumption of old meter and bill of Apr-2026 (served in May-2026) is to be raised with the residual unit of old meter and consumption of new meter recorded on 06th May 2026.

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 Nrusingha Charan Joshi, At-Shivashakti Nagar, Back Side of Civil Court, Po/Dist-Balangir-767001.
2. Sub-Divisional Officer, Electrical Sub-Division, No. I, TPWODL, Balangir.
3. DFM/ AFM/ JFM, Balangir Electrical Division, TPWODL, Balangir.
4. Superintending Engineer, Electrical Circle, TPWODL, Balangir.
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:Bhojnagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."