



## GRIEVANCE REDRESSAL FORUM, BOLANGIR

(Infront of Children's Park),

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Bench: Er. Sambit Kumar Nanda (President),

Sri Prasanta Kumar Sahoo (Member (Finance)), Sri Krupasindhu Padhee, (Co-Opted Member)

Memo No.GRF/BGR/Order/ 128<sup>CS</sup>

Dated, the 12/03/2026

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

- President  
- Member (Finance)

1	Case No.	Complaint Case No. BGR/56/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Rohita Sahu, At/Po-Tusura, Ward No. 06, Dist-Bolangir		911523010738	9438646073
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Tusura		Division Bolangir Electrical Division, TPWODL, Titilagarh	
4	Date of Application	17.02.2026			
5	In the matter of-	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	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	17.02.2026			
9	Date of Order	12.03.2026			
10	Order in favour of	Complainant	Respondent	√	Others
11	Details of Compensation awarded, if any.	Nil			

MEMBER (Fin.)  
12/03/26

PRESIDENT



Place of Hearing: Camp Court at Tusura

**Appeared:**

For the Complainant -Sri Rohita Sahu  
For the Respondent -Sri Narottam Maharana, S.D.O (El.), Tusura

**Complaint Case No. BGR/56/2026**

Sri Rohita Sahu,  
At/Po-Tusura, Ward No. 06,  
Dist-Bolangir  
Con. No. 911523010738

- COMPLAINANT

-Versus-

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

- OPPOSITE PARTY

**ORDER**  
**(Dt.12.03.2026)**

During Camp Court hearing at Tusura Sub-division office on 17<sup>th</sup> Feb. 2026, the consumer Shri Rohita Sahu was present & Shri Narottam Maharana, SDO-Tusura was present as opposite party.

**HISTORY OF THE CASE**

The Complaint petition filed by the consumer Shri Rohita Sahu who is a LT-Dom. consumer availing a CD of 1 KW. He has represented about the accuracy of the present meter installed on Feb.-2022 and he is getting inflated bills. For that inflated bill, the arrear has been accumulated to ₹ 50,697.35p upto Jan.-2026. The complainant raised dispute against the said period and requested before the Forum for suitable revision of the bill. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

**PROCEEDING OF HEARING DATED : 17.02.2026**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Tusura Section of Tusura Sub-division. The complainant represented about the accuracy of the present meter and in apprehension that the present meter is recording excess consumption than his actual consumption. The complainant raised dispute against the said period and requested before the Forum for replacement of meter and suitable revision of bill.

  
MEMBER (Fin.)

  
PRESIDENT

### 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-Domestic consumer availing power supply since Jun-2017. The billing dispute raised by the complainant for the inflated billing with the new meter from the installation date is not a genuine dispute as all bills are raised on actual meter reading basis. Hence, the petition of the complainant should be rejected. If the consumer has any dispute about present meter accuracy, he has to deposit the required meter testing fees so that the meter should be tested.

Considering the above, the OP requested before the Forum to 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 10<sup>th</sup> Jun. 2017 and total outstanding upto Jan.-2026 is ₹ 50,697.35p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer was disputed about the present meter accuracy which has been installed on 08<sup>th</sup> Feb. 2022 and submitted that the meter is recording excess consumption than actual consumption. Against that, the OP submitted that all bills have been raised with actual meter reading along with capture of meter photos. If the complainant has any doubt about meter accuracy, he has to deposit the meter testing fees so that the meter will be tested at site.

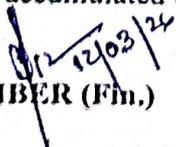
Against that, the complainant was deposited the required meter testing fees of ₹ 500/- on 17<sup>th</sup> Feb. 2026 vide MR no. 44743617022601010002. The MMG team was tested the meter on 07<sup>th</sup> Mar. 2026 and submitted the report before the Forum on 10<sup>th</sup> Mar. 2026. The abstract of the PVR is,

**“During testing, meter accuracy found within limit of error (0.61).”**

The meter test conducted by MMG team and report generated on 07<sup>th</sup> Mar. 2026 has been taken into record. Hence, it is concluded that the present meter i.e. meter no. TPWODL1005150 is out of error.

2. The Forum analysed the billing ledger and found that, the energy meter installed in the premises was gone defective w.e.f. Oct.-2021 and continued with same status till Jan.-2024. The OP has replaced the defective meter with a new meter on 08<sup>th</sup> Feb. 2022 with meter no. TPWODL1005150 but due to delay in meter data updation, the meter no. has been reflected in the bill of Feb.-2024 (served in Mar.-2024) for which a delay meter updation revision of ₹ 14,159.72p has been done and debited in the bill of Feb-2024 and reflected in the bill. Thereafter, the monthly energy bill has been raised on actual meter reading basis. Such delay of reflection of metering data at the end of OP attracts under Schedule-III of Guaranteed Standard of Performance of OERC Distribution (Conditions of Supply) Code. Hence, it is advised the OP to be more pro-active for updation of meter data within standard time as prescribed by Hon'ble OERC. In the instant case, the OP has exercised Cl-155 of OERC Dist. (Conditions of Supply) Code 2019.

3. The complainant has not paid the monthly bill regularly for which the total has been accumulated to ₹ 50,697.35p upto Jan.-2026.

  
MEMBER (Fin.)

  
PRESIDENT

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. : TPWODL1005150) disputed by the complainant has been tested on 07<sup>th</sup> Mar. 2026 and found that the error is within permissible limit. Hence, the petition of the complainant regarding dispute on meter accuracy is hereby rejected and directed to clear the arrear outstanding.

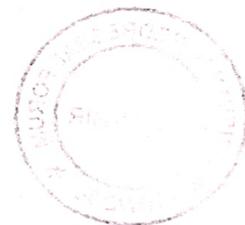
Case is disposed off accordingly.

  
P.K.SAHOO  
MEMBER (Fin.)

  
S.K.NANDA  
PRESIDENT

Copy to: -

1. Sri Rohita Sahu, At/Po-Tusura, Ward No. 06, Dist-Bolangir-767030.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Tusura.
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](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:Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."**