

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)), Sri Krupasindhu Padhee, (Co-Opted Member)

Memo No.GRF/BGR/Order/ 831 ⁽⁵⁾

Dated, the 26/11/2025

Corum:

Er. Sambit Kumar Nanda
Sri Prasanta Kumar Sahoo
Sri Krupasindhu Padhee

- President
- Member (Finance)
- Co-Opted Member

1	Case No.	Complaint Case No. BGR/591/2025																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																								
		Sri Hemanta Nag, For Sri Hiradhan Nag, At-Pangania, Po-Chaulsukha, Via-Muribahal, Dist-Bolangir		912213150557	8093778507																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Kantabanji		Division Titilagarh Electrical Division, TPWODL, Titilagarh																									
4	Date of Application	21.11.2025																											
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) –		
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><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	21.11.2025																											
9	Date of Order	26.11.2025																											
10	Order in favour of	Complainant	Respondent	✓	Others																								
11	Details of Compensation awarded, if any.	Nil																											

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

Place of Hearing: Camp Court at Gudighat

Appeared:

For the Complainant -Sri Hemanta Nag
For the Respondent -Sri Sanjay Tirkey, S.D.O (Elect.), Kantabanji

Complaint Case No. BGR/591/2025

Sri Hemanta Nag,
For Sri Hiradhan Nag,
At-Pangania, Po-Chaulsukha,
Via-Muribahal, Dist-Bolangir
Con. No. 912213150557

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER
(Dt.26.11.2025)

During Camp Court hearing at Gudighat Grid S/s on 21st Nov. 2025, the representative of the consumer Shri Hemant Nag was present & Shri Sanjay Tirkey, SDO-Kantabanji was present as opposite party.

HISTORY OF THE CASE

The Complainant is a LT-Dom. consumer availing a CD of 1 KW. The complainant represented that he was getting abnormal & inflated bill from the date of meter installation i.e. since Oct-2023 to Sep-2025. For that inflated bill, the arrear has been accumulated to ₹ 9,036.19p upto Oct.-2025. The complainant raised dispute against the said period and requested before the Forum for suitable revision of the bill.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 21.11.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Muribahal section of Kantabanji Sub-division. The consumer represented that he has been served with abnormal & inflated bill from the date of meter installation i.e. from Oct-2023 to Sep-2025 and he is under apprehension that the said meter has recorded 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 defence, he intimated that the consumer is a LT-Dom consumer availing power supply since Oct-2018. The billing dispute raised by the complainant for the inflated billing with the meter installed during Oct-2023 is not a genuine dispute as all bills are raised on actual meter reading basis. Also, the consumer has

CO-OPTED MEMBER

MEMBER (Fin.)
Page 2 of 3

PRESIDENT

represented for meter testing on 09th Apr. 2025 and the said meter (meter sl. no. TPWODL1165519) has been tested on 06th May 2025 and found that there is no error in the meter. Also, based on consumer complaint on 08th Sep. 2025, the said meter has been replaced with a smart meter having meter sl. no. TWSP51310429 on 17th Sep. 2025. Hence, the petition of the complainant should be rejected.

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 06th Oct. 2018 and the arrear outstanding upto Oct-2025 is ₹ 9,036.19p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer has disputed the previous meter (meter no. TPWODL1165519 installed on 26th Oct. 2023) and deposited the meter testing fees on 09th Apr. 2025. The meter was tested on 06th May 2025 and found that the meter is OK and the error % is within permissible limit. Hence, the dispute about the meter accuracy is not based on facts.


The meter test conducted by MMG team and report generated on 06th May 2025 has been taken into record.

2. Based on consumer complaint on 08th Sep. 2025, a new smart meter has been installed on 17th Sep. 2025 having meter no. TWSP1165519 and running OK.

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. : TPWODL1165519) installed on 26th Oct. 2023 as disputed by the complainant has been tested on 06th May 2025 and found error 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.


K.S. PADHEE
CO-OPTED MEMBER


P.K. SAHOO
MEMBER (Fin.)


S.N. NANDA
PRESIDENT

Copy to: -

1. Sri Hemanta Nag, At-Pangania, Po-Choulsukha Via-Muribahal, Dist-Bolangir-767037.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Kantabanji.
3. DFM/ AFM/ JFM, Titilagarh Electrical Division, TPWODL, Titilagarh.
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."