



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/ 886

Dated, the 30/12/2025

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/600/2025																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																								
		Ayaz Khan, At-Dhobapada, Po-Kantabanji, Dist-Bolangir		912211040130	9437329786																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Kantabanji		Division Titilagarh Electrical Division, TPWODL, Titilagarh																									
4	Date of Application	27.11.2025																											
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) –		
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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	11.12.2025	18.12.2025																										
9	Date of Order	30.12.2025																											
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: GRF, Bolangir

Appeared:

For the Complainant – ABSENT
For the Respondent – Sri Sriyansh Guru, Finance Associate (Auth. Representative)

Complaint Case No. BGR/600/2025

Ayaz Khan,
At-Dhobapada, Po-Kantabanji,
Dist-Bolangir
Con. No. 912211040130

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER

(Dt.30.12.2025)

The Complaint petition filed by the consumer Ayaz Khan who is a LT-Dom. consumer availing a CD of 1.5 KW. He has disputed about the abnormal recording of meter installed in his premises from Feb-2024 to till date and requested for bill revision. The complainant needs suitable bill revision for the said period. Accordingly, hearing date has been fixed on 11th Dec. 2025 and notice was served to both the parties to remain present with supportive documents on the said date.

During the hearing conducted at Forum office on 11th Dec. 2025, the complainant represented through e-mail for adjournment of date for urgent official work where the complainant was absent.

PROCEEDING OF HEARING DATED : 11.12.2025

Appeared:

For the Complainant – ABSENT
For the Respondent – ABSENT

Taking into consideration of above, the case hearing date was adjournment to 18th Dec. 2025. Accordingly, notice was served to both the parties to remain present with supportive documents on the said date.

HISTORY OF THE CASE

The Complaint petition filed by the consumer Ayaz Khan who is a LT-Dom. consumer availing a CD of 1.5 KW. He has disputed that a new meter has been installed in Nov.-2023 which recorded excess consumption than actual consumption. Thereafter, a new meter has been installed on 31st Mar. 2025. The complainant requested for bill revision for the disputed period.

During the hearing conducted at Forum office on 18th Dec. 2025, the complainant was absent whereas Shri Sriyansh Guru, the authorized representative of OP was present on behalf of opposite party.

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT



The case was heard in detail.

PROCEEDING OF HEARING DATED : 18.12.2025

Appeared:

For the Complainant – ABSENT
For the Respondent – Sri Sriyansh Guru, Finance Associate (Auth. Representative)

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Kantabanji section of Kantabanji Sub-division. The consumer represented that he has been served with erroneous bills from Nov-2023 to Feb-2025 which needs bill revision. For that, the arrear outstanding has been accumulated to ₹ 29,726.30p upto Oct.-2025. The complainant raised dispute against the said bill and requested before the Forum for 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 prior to Apr-1999. The billing dispute raised by the complainant for the erroneous billing is a genuine dispute. The energy meter of the consumer has been replaced with a new meter on 08th Dec. 2023 with meter no. TWSP51089100. As represented by complainant, from the installation date the meter has recorded abnormal reading for which the OP has arranged for a meter testing during Mar.-2025. On 29th Mar. 2025 the meter was tested by MMG team and found that the meter terminal was burnt for which a new meter with sl. no. TWST15022926 has been installed on 31st Mar. 2025. The OP has initiated bill revision considering the six months average consumption of new meter for the revision period of Nov.-2023 to Feb.-2025 with a withdrawal amount of ₹ 27,957.02p.

Considering the above, the OP requested before the Forum to consider this and to pass order as deemed fit.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 1.5 KW. As per record, the consumer has availed power supply prior to Apr-1999 and total outstanding upto Oct.-2025 is ₹ 29,726.30p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer represented that the meter installed on 08th Dec. 2023 was recorded abnormal consumption for which a new meter has been installed on 31st Mar. 2025 and requested for bill revision.
2. The OP agreed with the facts and submitted that considering the complainant of the consumer the disputed meter which was installed on 08th Dec. 2023 having sl. no. TWSP51089100 was tested by MMG team and found that meter terminal was burnt for which a new meter with sl. no. TWST15022926 has been installed on 31st Mar. 2025. As per OERC Distribution Code 2019, a bill revision has been initiated for the period Nov-2023 to Feb-2025 considering the six months average consumption of new meter with a withdrawal amount of ₹ 27,957.02p.
3. During the course of hearing, the OP submitted the bill revision statement and found that the said revision has been done in line with OERC Regulation 2019.

CO-OPTED MEMBER

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 OP has initiated bill revision for the period Nov.-2023 to Feb.-2025 with a withdrawal amount of ₹ 27,957.02p. Hence, the Forum directed the OP to carry-out the revision proposal and must be reflected in the next bill.

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.


K.S. PADHEE
CO-OPTED MEMBER


P.K. SAHOO
MEMBER (Fin.)


S.K. NANDA
PRESIDENT

Copy to: -

1. Ayaz Khan, At-Dhobapada, Po-Kantabanji, Dist-Bolangir-767039.
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."