



## GRIEVANCE REDRESSAL FORUM, BOLANGIR

(Infront of Children's Park),

BOLANGIR-767001, Tel./Fax:-(06652) 235741

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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/ 870

Dated, the 18/12/2025

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

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

<b>1</b>	<b>Case No.</b>	<b>Complaint Case No. BGR/607/2025</b>				
<b>2</b>	<b>Complainant/s</b>	<b>Name &amp; Address</b>		<b>Consumer No</b>		
		Sri Alekha Mahara, For Sri Dirju Mahara, At/Po-Luhasingha, Dist-Bolangir		912314111141	7894774423	
<b>3</b>	<b>Respondent/s</b>	<b>Name</b>		<b>Division</b>		
		S.D.O (Elect.), TPWODL, Patnagarh		Titilagarh Electrical Division, TPWODL, Titilagarh		
<b>4</b>	<b>Date of Application</b>	10.12.2025				
<b>5</b>	<b>In the matter of-</b>	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) –				
		<b>6</b>	<b>Section(s) of Electricity Act, 2003 involved</b>			
		<b>7</b>	<b>OERC Regulation(s) with Clauses</b>	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		
<b>8</b>	<b>Date(s) of Hearing</b>	10.12.2025				
<b>9</b>	<b>Date of Order</b>	18.12.2025				
<b>10</b>	<b>Order in favour of</b>	Complainant	Respondent	<input checked="" type="checkbox"/> Others		
<b>11</b>	<b>Details of Compensation awarded, if any.</b>	Nil				

**CO-OPTED MEMBER**

**MEMBER (Fin.)**

**PRESIDENT**

Place of Hearing: Camp Court at Juria

Appeared:

For the Complainant -Sri Alekha Mahara

For the Respondent -Sri Debadatta Mahapatra, S.D.O (Elect.), Patnagarh

Complaint Case No. BGR/607/2025

Sri Alekha Mahara,  
For Sri Dirju Mahara,  
At/Po-Luhasingha, Dist-Bolangir  
Con. No. 912314111141

**COMPLAINANT**

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

**OPPOSITE PARTY**

**ORDER**  
(Dt.18.12.2025)

During Camp Court hearing at Juria Grid S/s on 10<sup>th</sup> Dec. 2025, the representative of the consumer Shri Alekha Mahara was present & Shri Debadatta Mohapatra, SDO-Patnagarh was present as opposite party.

**HISTORY OF THE CASE**

The Complainant is a LT-Dom. consumer availing a CD of 0.5 KW. The complainant represented that he is getting abnormal & inflated bill from the date of new meter installation i.e. since Sep.-2024. For that inflated bill, the arrear outstanding has been accumulated to ₹ 11,492.37p upto Nov.-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 : 10.12.2025**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Khaprakhol section of Patnagarh Sub-division. The consumer represented that he has been served with abnormal & inflated bill from the date of new meter installation i.e. from Sep-2024 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 defence, he intimated that the consumer is a LT-Dom consumer availing power supply since Nov.-2014. 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.

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

*[Signature]*  
**CO-OPTED MEMBER**

*[Signature]*  
**MEMBER (Fin.)**  
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*[Signature]*  
**PRESIDENT**

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

The consumer is a LT-Dom. consumer with a CD of 0.5 KW. The consumer has availed power supply since 30<sup>th</sup> Nov. 2014 and the arrear outstanding upto Nov-2025 is ₹ 11,492.37p. 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 one on 02<sup>nd</sup> Sep. 2024 with meter sl. no. TWB322064. 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 has deposited the requisite fees on the same day vide MR no. 44741910122501030001. The MMG team has tested the meter on 12<sup>th</sup> Dec. 2025 and submitted the report before the Forum on 15<sup>th</sup> Dec. 2025. The abstract of the PVR is,

**"Consumer meter has been tested and result found within limit i.e. 0.72%."**



The meter test conducted by MMG team and report generated on 12<sup>th</sup> Dec. 2025 has been taken into record.

3. Hence, it is concluded that the present meter i.e. meter no. TWB322064 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. : TWB322064) disputed by the complainant has been tested on 12<sup>th</sup> Dec. 2025 and found 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.

**K.S.PADHEE**  
**CO-OPTED MEMBER**

Copy to: -

1. Sri Alekha Mahara, At/Po-Luhasingha, Dist-Bolangir-767027.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Patnagarh.
3. DFM/ AFM/ JFM, Titilagarh Electrical Division, TPWODL, Titilagarh.
4. Superintending Engineer, Electrical Circle, TPWODL, Bolangir.
5. Chief Legal, Head Quarter Office, TPWODL, Burla.

*JK 15/12/25*  
**P.K.SAHOO**  
**MEMBER (Fin.)**

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

*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:Bhoniagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."**