



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/ 18⁽⁵⁾

Dated, the 06/01/2026

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/631/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Santosh Prusti, For Sri Indramani Prusti, At/Po-Titilagarh, Katkiapada, Dist-Bolangir		912121020089	7894209166
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Titilagarh		Division Titilagarh Electrical Division, TPWODL, Titilagarh	
4	Date of Application	15.12.2025			
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	15.12.2025			
9	Date of Order	06.01.2026			
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 Titilagarh

Appeared:

For the Complainant
For the Respondent

—Sri Santosh Prusti
—Sri Binaya Kumar Panigrahi, S.D.O (Elect.), Titilagarh



Complaint Case No. BGR/631/2025

Sri Santosh Prusti,
For Sri Indramani Prusti,
At/Po-Titilagarh, Katkiapada,
Dist-Bolangir
Con. No. 912121020089

COMPLAINANT

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

OPPOSITE PARTY

ORDER
(Dt.06.01.2026)

During Camp Court hearing at Titilagarh on 15th Dec. 2025, the representative of the consumer Shri Santosh Prusti was present & Shri Binay Kumar Panigrahi, SDO-Titilagarh was present as opposite party.

HISTORY OF THE CASE

The Complainant is a LT-Dom. consumer availing a CD of 2 KW. The complainant represented that he was getting abnormal & inflated bill from the date of meter installation i.e. since Oct-2025. For that inflated bill, the arrear outstanding has been accumulated to ₹ 34,430.53p 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 : 15.12.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under ESO-I section of Titilagarh Sub-division. The consumer represented that he has been served with abnormal & inflated bill from the date of new meter installation i.e. from Oct-2025 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 prior to Apr-1999. 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.

CO-OPTED MEMBER

MEMBER (Fin.)

06/01/26
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PRESIDENT

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 2 KW. The consumer has availed power supply prior to Apr-1999 and the arrear outstanding upto Nov-2025 is ₹ 34430.53p. 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 dated 16th Oct. 2025 with meter sl. no. TWSP51310072. 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 OP intimated that the consumer was earlier deposited the MT fees on 13th Sep. 2025. Taking into consideration, the Forum directed the OP to inspect the accuracy of present meter installed on 16th Oct. 2025. The MMG team has tested the meter on 31st Dec. 2025 and submitted the report before the Forum on 31st Dec. 2025. The abstract of the PVR is,

“As per consumer complain, the single phase meter was tested. The result were found within permissible limit i.e. 0.75%.”

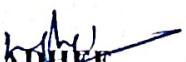
The meter test conducted by MMG team and report generated on 31st Dec. 2025 has been taken into record.

3. Hence, it is concluded that the present meter i.e. meter no. TWSP51310072 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. : TWSP51310072) disputed by the complainant has been tested on 31st Dec. 2025 and found error to be 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.PADHIE
CO-OPTED MEMBER


P.K.SAHOO
MEMBER (Fin.)


S.K.NANDA
PRESIDENT

Copy to: -

1. Sri Santosh Prusti, At/Po-Titilagarh, Katkiapada, Dist-Bolangir-767033.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Titilagarh.
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.”