



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/ 901/25

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/633/2025				
2	Complainant/s	Name & Address	Consumer No	Contact No.		
		Sri Surjya Kanta Sahu, For Smt. Puspanjali Sahu, At/Po-Titilagarh, Khaliapada, Near Ram Mandir, Dist-Bolangir	912121182001	7008611758		
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) <u>155, 157</u>		
				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	30.12.2025				
10	Order in favour of	Complainant <input checked="" type="checkbox"/>	Respondent <input type="checkbox"/>	Others <input type="checkbox"/>		
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 —Sri Surjya Kanta Sahu
For the Respondent —Sri Binaya Kumar Panigrahi, S.D.O (Elect.), Titilagarh

Complaint Case No. BGR/633/2025

Sri Surjya Kanta Sahu,
For Smt. Puspanjali Sahu,
At/Po-Titilagarh, Khaliapada,
Near Ram Mandir, Dist-Bolangir
Con. No. 912121182001

COMPLAINANT

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

OPPOSITE PARTY

ORDER
(Dt.30.12.2025)

During Camp Court hearing at Titilagarh division office on 15th Dec. 2025, the representative of the consumer Shri Surjya Kanta Sahu 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 served with abnormal & inflated bill in Feb.-2025 with 456 units and he is in apprehension that the said meter is recording abnormal consumption. Against that, he has deposited meter testing fees and after testing, it is found that the meter is defective. Though the defective meter has been replaced with a new meter on 23rd Mar. 2025 but the bill of Feb.-2025 has not been revised. For that inflated bill, the arrear outstanding has been accumulated to ₹ 2,499.23p 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

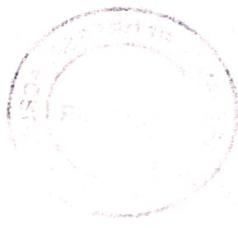
SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under ESO-I section of Titilagarh Sub-division. The consumer represented that he was served with abnormal & inflated bill in Feb.-2025 with 456 units. After deposit of meter testing fees, the meter was tested and found that the said meter is defective. The meter has been replaced with a new one but the bill has not yet revised. The complainant raised dispute against the said disputed billing period and requested before the Forum for suitable revision of bill.

CO-OPTED MEMBER

MEMBER (Fin.)
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PRESIDENT



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-2021. The billing dispute raised by the complainant for the inflated KWH recording has been tested and found that the old meter with sl. no. WLT256103 is defective. The said defective meter has been replaced with a new meter on 23rd Mar. 2025 with meter sl. no. TWST15004373. Thereafter, actual billing is going on. But due to oversight, the disputed period has not yet revised which needs bill revision.

Considering the above, the OP requested before the Forum for revision of previous disputed bill and 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 since 20th Oct. 2021 and the total outstanding upto Nov.-2025 is ₹ 2,499.23p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. Due to abnormal consumption recorded in Feb.-2025 with 456 units, the consumer was disputed the accuracy of the meter having meter no. WLT256103 and represented that the said meter is showing excess consumption than actual consumption. Based on his complaint and deposit of meter testing fees, the said meter has been tested by MMG team on 21st Mar. 2023 and found that the said meter condition is not favourable for testing as the meter pulse is not working and declared the meter is defective. The defective meter has been replaced with a new meter on 23rd Mar. 2025 with meter no. TWST15004373 and thereafter actual billing is going on.



Based on the meter test report, the OP needs to revise the bill but till date, they have not done it which violates Cl-108 (v) (vi) of OERC Regulation Code 2019. Also, bill revision must have to be done under Cl-155 of OERC Regulation Code 2019 which the OP fails to do so.

2. The complainant has not paid the monthly bill regularly for which the arrear has been accumulated to ₹ 2,499.23p upto Nov.-2025.

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.

1. The energy bills raised to the consumer of Feb.-2025 & Mar.-2025 is to be revised as per succeeding six months average consumption of new meter by considering IMR : 0 (23.03.2025) & FMR : 1479 (Sep.-2025) under Cl-155 & 157 of OERC Distribution Code 2019.
2. All sundries and adjustments are to be considered during the above revision period.

Case is disposed off accordingly.


CO-OPTED MEMBER


MEMBER (Fin.)


PRESIDENT



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. Sri Surjya Kanta Sahu, At/Po-Titilagarh, Khaliapada, Near Ram Mandir 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 Forum."