



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/ 906

Dated, the 31/12/2025

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/637/2025																											
2	Complainant/s	Name & Address Sri Alok Padhan, For Sri Krushna Ch. Padhan, At/Po-Mursundh, Via-Salebhata, Dist-Bolangir		Consumer No 911313020436	Contact No. 7904569314																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Loisingha		Division Bolangir Electrical Division, TPWODL, Bolangir																									
4	Date of Application	17.12.2025																											
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	17.12.2025																											
9	Date of Order	31.12.2025																											
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: Camp Court at Salebhata

Appeared:

For the Complainant -Sri Alok Padhan
For the Respondent -Sri Saroj Kumar Kanda, S.D.O (Elect.), Loisingha

Complaint Case No. BGR/637/2025

Sri Alok Padhan,
For Sri Krushna Ch. Padhan,
At/Po-Mursundh, Via-Salebhata,
Dist-Bolangir
Con. No. 911313020436

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER
(Dt.31.12.2025)

During Camp Court hearing at Salebhata PSS on 17th Dec. 2025, the representative of the consumer Shri Alok Padhan was present & Shri Saroj Kumar Kanda, SDO-Loisingha 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 has served with abnormal & inflated bill since Oct-2025. For that inflated bill, the arrear outstanding has been accumulated to ₹ 5,309.16p upto Nov-2025. The complainant raised dispute against the said period and requested before the Forum for suitable revision of bill and replacement of meter.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 17.12.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Salebhata section of Loisingha Sub-division. The consumer represented that he was served with abnormal & inflated bill since Oct-2025 and he is in apprehension that the said meter is recording excess than his actual consumption. The complainant raised dispute against the said disputed billing period and requested before the Forum for 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 Apr-2017. The billing dispute raised by the complainant for the excess billing has no base as all the bills have been raised on actual meter reading basis.

CO-OPTED MEMBER

MEMBER (Fin.)
Page 2 of 3

PRESIDENT

Considering the above, the OP requested before the Forum to reject the petition of the consumer and 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 10th Apr. 2017 and the total outstanding upto Nov.-2025 is ₹ 5,309.16p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer has disputed the accuracy of the meter having meter no. 108224 which has been installed since the date of power supply. The consumer has disputed about the accuracy of the said meter. During the course of hearing the Forum directed the complainant to deposit the required meter testing fees of ₹ 500/- with the licensee so that meter testing can be done by the OP. The complainant has deposited the meter testing fees on the same day against MR no. 44744023122501010001 on 23rd Dec. 2025. The Forum was directed the OP to intimate the MMG team to test the meter and the report must be reached to the Forum office within seven days. The Concerned MMG team has tested the meter on 31st Dec. 2025 and reported that the said meter cannot be tested because of display issue. The meter test report of MMG has been taken into record.
2. Hence, it is concluded that the meter i.e. meter no. 108224 is a defective one. Accordingly, the bills raised with the said meter from Oct-2025 to till the date of new meter installation needs bill revision to redress the consumer grievances.

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. A new meter is to be installed immediately at the consumer premises to ascertain actual consumption.
2. The energy bills raised to the consumer is to be revised from Oct-2025 to till the date of new meter installation as per succeeding six months average consumption of new meter.
3. All sundries and adjustments are to be considered during the above revision period.
4. All sundries and adjustments are to be considered during the above revision period.

Case is disposed off accordingly.

Compliance report must be submitted to the Forum by the opposite party within seven months after receipt of GRF order otherwise it will be treated as non-compliance.


K.S.PADIHEE
CO-OPTED MEMBER


P.K.SAHOO
MEMBER (Fin.)


S.K.NANDA
PRESIDENT

Copy to: -

1. Sri Alok Padhan, At/Po-Mursundh, Via-Salebhata, Dist-Bolangir-767021.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Loisingha.
3. DFM/ AFM/ JFM, Bolangir Electrical Division, TPWODL, Bolangir.
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."