



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/ 157^B

Dated, the 19/03/2026

Corum: Er. Sambit Kumar Nanda
Sri Prasanta Kumar Sahoo

- President
- Member (Finance)

1	Case No.	Complaint Case No. BGR/92/2026		
2	Complainant/s	Name & Address	Consumer No	Contact No.
		Sri Brundaban Sendria, At/Po-Khaprakhoh, Dist-Bolangir	912314010573	9437430038
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Patnagarh	Division Titilagarh Electrical Division, TPWODL, Titilagarh	
4	Date of Application	09.03.2026		
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	09.03.2026		
9	Date of Order	19.03.2026		
10	Order in favour of	Complainant	Respondent	√ Others
11	Details of Compensation awarded, if any.	Nil		

19/03/26
MEMBER (Fin.)

19/03/26
PRESIDENT

Place of Hearing: Camp Court at Khaprakhol

Appeared:

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



Complaint Case No. BGR/92/2026

Sri Brundaban Sendria,
At/Po-Khaprakhol,
Dist-Bolangir
Con. No. 912314010573

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**

ORDER
(Dt.19.03.2026)

consumer Shri Brundaban Sendria who is a LT-Dom. consumer availing a CD of 1 KW. The complainant represented that an additional bill of ₹ 23,596.06p has been debited in the bill of Feb-2026 illegally which needs to be withdrawn. Also, the new meter installed on Jun.-2026 is recording excess consumption than actual consumption. He has requested before the Forum for revision of bill and installation of new meter.

The case was heard in detail.

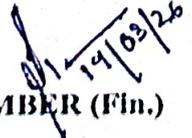
PROCEEDING OF HEARING DATED : 09.03.2026

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Khaprakhol section of Patnagarh Sub-division. The complainant represented that an additional bill of ₹ 23,596.06p has been debited in the bill of Feb-2026 illegally which needs to be withdrawn and the existing meter should be replaced with anew one. Also, he requested before the Forum for revision of bill.

SUBMISSION OF OPPOSITE PARTY DURING HEARING

The OP appeared before the Forum with relevant record. On defence, he intimated that the consumer is a LT-Dom. consumer availing power supply since Dec.-2019. The billing dispute raised by the complainant for the additional bill of ₹ 23,596.06p has been raised in Feb.-2026 bill in obedience to CI-155 of OERC Dist. (Conditions of Supply) Code 2019 which is liable to pay by the consumer. The reason of additional bill raised due to average billing made from Mar-2024 to May-2025 due to meter defective. On 17th Jun. 2025, the defective meter has been replaced with a new meter having meter no. TWSP51240856. After meter replacement, the monthly bills have been generated on actual basis. The additional bill of ₹ 23,596.06p has been raised based on the consumption pattern of succeeding six months and assessed for the meter defective period.


MEMBER (Fin.)


PRESIDENT



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.

Based on the above, the OP requested before the Forum to reject the complaint of complainant 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 12th Dec. 2019. As complained by the complainant and submission of OP, it is observed by the Forum that,

As represented by the consumer, an additional bill of ₹ 23,596.06p has been added in the bill of Feb.-2026 which needs to be withdrawn. The OP submitted with relevant record that, the energy meter installed in the premises was gone defective w.e.f. 07th Mar. 2024 and continued with same status till 17th Jun. 2025. The OP has replaced the defective meter with a new meter on 17th Jun. 2025 with meter no. TWSP51240856 and has been reflected in the bill. Thereafter, the monthly energy bill has been raised on actual meter reading basis. The dispute has raised for imposition of additional bill of ₹ 23,596.06p was due to delay replacement of meter by the OP. Off-late, the OP has replaced the meter after one year & three months of meter defective which violates Cl-155 of OERC Distribution (Conditions of Supply) Code-2019 and also attracts under Schedule-III of Guaranteed Standard of Performance of OERC Distribution (Conditions of Supply) Code. Hence, it is advised the OP to be more pro-active for replacement of defective meter within standard time as prescribed by Hon'ble OERC. In the instant case, the OP has exercised Cl-155 of OERC Dist. (Conditions of Supply) Code 2019.

The energy meter of the consumer has been replaced with a new one dated 17th Jun. 2025 with meter sl. no. TWSP51240856. The consumer has disputed the accuracy of the meter and represented that the said meter is showing excess consumption than actual consumption. 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 was deposited the meter testing fees on the same day vide MR no. 44741909032601030001. The MMG team was tested the meter on 12th Mar. 2026 and submitted the report before the Forum on 16th Mar. 2026. The abstract of the PVR is,

“Above consumer meter has been tested and result found within limit i.e. (0.59%).”

The meter test conducted by MMG team and report generated on 12th Mar. 2026 has been taken into record. Hence, it is concluded that the present meter i.e. meter no. TWSP51240856 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.


MEMBER (Fin.)


PRESIDENT



1. The additional bill of ₹ 23,596.06p has been raised in the bill of Feb.-2026 by the opposite party is in obedience to CI-155 of OERC Dist. (Conditions of Supply) Code, 2019 and the complainant is liable to pay the same. Hence, the complaint of the complainant regarding additional bill is hereby rejected.
2. The accuracy of meter (meter sl. no. : TWSP51240856) disputed by the complainant has been tested on 12th Mar. 2026 and error is within permissible limit. Hence, the petition of the complainant regarding dispute on meter accuracy is hereby rejected.

Case is disposed off accordingly.




P.K.SAHOO
MEMBER (Fin.)


S.K.NANDA
PRESIDENT

Copy to: -

1. Sri Brundaban Sendria, At/Po-Khaprakhhol, Dist-Bolangir-767028.
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.

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.”