

# GRIEVANCE REDRESSAL FORUM, BOLANGIR

(Infront of Children's Park),

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

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Bench: Er. Kumuda Bandhu Sahu (President).

Sri Prasanta Kumar Sahoo (Member (Finance)). Sri Krupasindhu Padhee. (Co-Opted Member)



Memo No.GRF/BGR/Order/ 653(5)

Dated, the 06/09/2025

Corum: Er. Kumuda Bandhu Sahu  
Sri Prasanta Kumar Sahoo  
Sri Krupasindhu Padhee

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

1	Case No.	Complaint Case No. BGR/449/2025																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																								
		Sri Iswar Ratei, At-Jamkani, Po-Bankel, Via-Muribahal, Dist-Bolangir		912213050141	9668223093																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Kantabanji		Division Titilagarh Electrical Division, TPWODL, Titilagarh																									
4	Date of Application	13.08.2025																											
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 &amp; 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 &amp; GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection &amp; 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) <u>155, 157</u></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) <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																		
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8	Date(s) of Hearing	13.08.2025																											
9	Date of Order	06.09.2025																											
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 Muribahal

**Appeared:**

**For the Complainant** -Sri Iswar Ratei

**For the Respondent** -Sri Sanjay Tirkey, S.D.O (Elect.), Kantabanji

**Complaint Case No. BGR/449/2025**

Sri Iswar Ratei,  
At-Jamkani, Po-Bankel,  
Via-Muribahal, Dist-Bolangir  
Con. No. 912213050141

**COMPLAINANT**

**-Versus-**

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

**OPPOSITE PARTY**

**ORDER**

**(Dt.06.09.2025)**

During Camp Court hearing at Muribahal on 13<sup>th</sup> Aug. 2025, the consumer Shri Ishwar Ratei was present & Shri Sanjay Tirkey, SDO-Kantabanji was present as opposite party.

**HISTORY OF THE CASE**

The Complainant is a Dom. consumer availing a CD of 1 KW. The complainant represented that he is getting an inflated bill from the date of installation of new meter i.e. from 03<sup>rd</sup> Dec. 2023. For that inflated bill, the arrear outstanding has been accumulated to ₹ 6,969.33p upto Jul-2025. The complainant raised dispute about the accuracy of the present meter and requested before the Forum for replacement of meter.

The case was heard in detail.

**PROCEEDING OF HEARING DATED : 13.08.2025**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Muribahal section of Kantabanji Sub-division. The consumer represented that he is getting inflated bill from the date of new meter installation i.e. from 13<sup>th</sup> Aug. 2025 and he is in apprehension that the said meter is recording excess than his actual consumption. The complainant raised dispute about accuracy of the meter and requested before the Forum for replacement of present meter.

**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.-2012. The billing dispute raised by the complainant for the excess billing is not based on facts as all bills have been raised with actual meter reading. Hence, the petition of the complainant should be rejected.

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

**CO-OPTED MEMBER**

**MEMBER (Fin.)**

**PRESIDENT**



## 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 14<sup>th</sup> Nov. 2012 and the arrear outstanding upto Jul-2025 is ₹ 6,969.33p. 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 installed on 14<sup>th</sup> Nov. 2012 with meter sl. no. TWST1754791. 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. The complainant has deposited the meter testing fees of ₹ 500/- on the same day with MR no. 44741813082505050003 and directed the OP to test the meter by the concerned team within seven days and to be submitted the report before the Forum. Within time period, the OP failed to submit the meter testing report. Time & again, intimation given to OP to submit the inspection report but there is no response from their end. As the OP fails to submit the inspection report, the Forum is of the opinion that the OP is nothing to say in this regard and believes the statement of the complainant.

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.

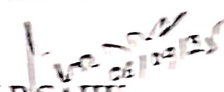
1. A new meter is to be installed immediately to ascertain actual consumption as well as proper billing.
2. Based on succeeding six months average consumption of new meter to be installed, the energy bill of the consumer must be revised from Dec.-2023 to till the date of meter replacement under CI-155 & 157 of OERC Regulation Code 2019.
3. The meter testing fees of ₹ 500/- deposited by the complainant on 13<sup>th</sup> Aug. 2025 against MR no. 4474181305050003 is to be refunded back in the mode of adjusting future energy bills.
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. PADHEE  
CO-OPTED MEMBER

  
P.K. SAHOO  
MEMBER (Fin.)

  
K.B. SAHU  
PRESIDENT

Copy to: -

1. Sri Iswar Ratei, At-Jamkani, Po-Bankel, Via-Muribahal, Dist-Bolangir-767067.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Kantabanji.
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.-Baramagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forum."