



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. Kumuda Bandhu Sahu (President),

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

Memo No.GRF/BGR/Order/ 213^{ES}

Dated, the 25/03/2025

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/122/2025																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																								
		Sri Niranjan Biswal, For Sri Hari Biswal, At-Santika, Po-Nagaon (B), Via-Loisingha, Dist-Bolangir		911001022418	7609097268																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Loisingha		Division Bolangir Electrical Division, TPWODL, Bolangir																									
4	Date of Application	21.02.2025																											
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) <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	20.03.2025																											
9	Date of Order	25.03.2025																											
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: GRF, Bolangir



Appeared:

For the Complainant - Sri Niranjan Biswal
For the Respondent - Sri Abani Kanta Maharana, S.D.O (Elect.), Loisingha

Complaint Case No. BGR/122/2025

Sri Niranjan Biswal,
For Sri Hari Biswal,
At-Santika, Po-Nagaon (B),
Via-Loisingha, Dist-Bolangir
Con. No. 911001022418

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**

ORDER

(Dt.25.03.2025)

The consumer has attended the Camp Court at Loisingha on 21st Feb. 2025 and appealed before the Forum for revision of bill. Accordingly, hearing date was fixed on 20th Mar. 2025 and notice was served to both the parties to remain present with supportive documents on the said date.

During hearing at GRF office on 20th Mar. 2025, the representative of the consumer Shri Niranjan Biswal was present & Shri Abani Kanta Maharana, Executive Engineer, Loisingha Sub-division was present as opposite party.

HISTORY OF THE CASE

The Complainant is a LT-Irr. consumer availing a CD of 2.5 KW. He has disputed the energy billing raised from Mar-2015 to till date as he has not availed power supply. He has submitted his grievances for revision of bill. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 20.03.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Loisingha section of Loisingha Sub-division. The consumer represented that he was served with false energy bill from Mar-2015 to till date where he has not availed power supply. He has paid the DC fees on 17th Jan. 2019 but bill has been raised regularly. For that, the arrear has been accumulated to ₹ 33,154.00p upto Feb.-2025. The complainant raised dispute against the said bill and requested before the Forum for suitable revision of bill.

PREVIOUS COMPLAINS IF ANY :

1. Letter dated nil addressed to SDO-Loisingha
2. Letter dated 19.01.2019 addressed to SDO-Loisingha

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-Lift. Irr. consumer availing power supply since Jan-2015. The billing dispute raised by the complainant for the billing from Mar-2015 to till date is not correct. The consumer has deposited the DC fees on 17th Jan. 2019 and power supply has been disconnected on 01st Feb. 2019 and billing was stopped but due to software error in billing, again billing was done from Jan-2021 to Aug-2021, thereafter the bill has been blocked. As per field inspection report dated 25th Feb. 2025, power supply was disconnected from Feb.-2019.

Considering the above, the OP requested before the Forum for revision of previous disputed bills and pass order as deemed fit.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Irr. consumer with a CD of 2.5 KW. The consumer has availed power supply since 05th Jan. 2015 and total outstanding upto Feb-2025 is ₹ 33,154.00p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer represented that he has represented in Jan-2019 for disconnection of power supply to his borewell. For that, he has deposited DC fees of ₹ 600/- vide MR no. B3/8656113 dated 17th Jan. 2019 but false bills has been raised till date by the OP which is to be waived.
2. The OP submitted an inspection report of dated 25th Feb. 2025 with written version dated 11th Mar. 2025 and certified that there is no power supply to the consumer till date. The report submitted by SDO-Loisingha dated 11th Mar. 2025 has been taken into record.
3. The Forum analysed the documents submitted by both the parties and found that Asst. Executive Engineer, L.I. Sub-division, Sonapur vide letter no. 35 dated 04.03.2025 that the said deep bore well project is not running since 05th Aug. 2016 due to defunct of DBW. Also, the OP certified that there is no power supply to the consumer premises till date.
4. From the above report, it is clear that due to defunct of the said DBW, the consumer has not availed power supply from 05th Aug. 2016 to till date and the bill raised during this period needs revision.
5. On scrutiny of the documents, it is observed by the Forum that the bills raised during meter defective period needs bill revision under CI-155 & 157 of OERC Distribution Code-2019 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. The energy bills raised to the consumer from 05th Aug. 2016 to till date is to be waived. Only MMFC and statutory charges is to be charged as per CI-1 of the standard agreement executed by the petitioner with the opposite party.
2. DPS is applicable as per OERC Regulation.
3. 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.)


K.B. SAHU
PRESIDENT

Copy to: -

1. Sri Niranjan Biswal, At-Santika, Po-Nagaon (B), Via-Loisingha, Dist-Bolangir.
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."