



## 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/

281<sup>CS</sup>

Dated, the

27/03/2025

**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/125/2025																											
2	Complainant/s	Name & Address Sri Baisakhu Padhan, At-District Cricket Building, Gandhi Stadium, Po/Dist-Subarnapur		Consumer No 915202190095	Contact No. 9178458327																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, B.M.Pur		Division Sonepur Electrical Division, TPWODL, Sonepur																									
4	Date of Application	27.02.2025																											
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 &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)</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)	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	21.03.2025																											
9	Date of Order	27.03.2025																											
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: Camp Court at B.M.Pur

**Appeared:**

**For the Complainant**

–Sri Baisakhu Padhan

**For the Respondent**

–Sri Soumyaranjan Das, S.D.O (Elect.), B.M.Pur

**Complaint Case No. BGR/125/2025**

Sri Baisakhu Padhan,  
At-District Cricket Building,  
Gandhi Stadium,  
Po/Dist-Subarnapur  
Con. No. 915202190095

**COMPLAINANT**

**-Versus-**

Sub-Divisional Officer,  
Electrical Sub-Division,  
TPWODL, B.M.Pur

**OPPOSITE PARTY**

**ORDER**

**(Dt.27.03.2025)**

During Camp Court hearing at B M Pur on 21<sup>st</sup> Mar. 2025, the consumer Shri Baisakhu Padhan was present & Shri Soumya Ranjan Das, SDO-B M Pur was present as opposite party.

**HISTORY OF THE CASE**

The Complaint petition filed by the consumer Shri Baisakhu Padhan who is a LT-Dom. consumer availing a CD of 2 KW. He has disputed about the payments made by him which has not deducted from his account and requested for deduction of the same. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

**PROCEEDING OF HEARING DATED : 21.03.2025**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under ESO-B M Pur section of B M Pur Sub-division. The complainant represented that he was made some no. of payments towards energy bill which has not been deducted from his energy bill. He requested before the Forum for revision of bill.

**SUBMISSION OF OPPOSITE PARTY DURING HEARING**

The OP appeared before the Forum with relevant records. On defence, he intimated that the consumer is a LT-Domestic consumer availing power supply since Dec.-1996. The dispute raised by the complainant for non-deduction of payment made towards energy bill is not a genuine dispute. Also, the allegation of non-issue of money receipt made by him is not true.

Based on the above, the OP requested before the Forum to reject the complaint of complainant and pass order as deemed fit.

  
**CO-OPTED MEMBER**

  
**MEMBER (Fin.)**  
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**PRESIDENT**



### **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 17<sup>th</sup> Dec. 1996 and total outstanding upto Feb.-2025 is ₹ 91,808.85p. As complained by the complainant and submission of OP, it is observed by the Forum that,

The Complainant represented that he has made some payment which has not been adjusted subsequently needs bill revision. The OP submitted that all payments made by the complainant has properly adjusted. However, during the course of hearing, the Forum asked the consumer to produce the MR which has not been deducted. The complainant produced seven no. of MR and found that the same has been deducted from his energy bill. Secondly, the allegation of not providing MR is not based on facts.

During the hearing process, the OP submitted that they have initiated a bill revision for the average billing period of Jan-Feb/2001 to Apr-2005 and withdrawn ₹ 17,364.41p from his account on 05<sup>th</sup> Mar. 2025 which is to be reflected in the next month energy bill.

Considering the above facts, the Forum feels that the complaint of the complainant is not based on facts. On the other hand, the OP has examined the billing ledger and taken initiative for revision of energy bill pertaining to the period Jan-Feb/2001 to Apr-2005 and withdrawn ₹ 17,364.41p on 05<sup>th</sup> Mar. 2025. The Forum appreciate the pro-active action of OP.

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.

**The complaint of the complainant is not based on facts. Hence, the petition is hereby rejected. The complainant is directed to clear the arrear outstanding of the licensee. The Forum advised the OP to allow suitable installment on the arrear outstanding to the complainant if the complainant desires and the complainant has to adhere the same.**

Case is disposed off accordingly.



**K.S.PADHEE**  
CO-OPTED MEMBER

**P.K.SAHOO**  
MEMBER (Fin.)

**K.B.SAHU**  
PRESIDENT

Copy to: -

1. Sri Baisakhu Padhan, At-District Cricket Building, Gandhi Stadium, Po/Dist-Subarnapur-767017.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, B.M.Pur.
3. DFM/ AFM/ JFM, Sonapur Electrical Division, TPWODL, Sonapur.
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](http://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."**