



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/ 232⁵

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/126/2025																										
2	Complainant/s	Name & Address Sri Biranchi Naik, At-Bharatbahal, Po/Dist-Bolangir	Consumer No 911225200061	Contact No. 9437538566																								
3	Respondent/s	Name S.D.O (Elect.), No. II, TPWODL, Bolangir	Division Bolangir Electrical Division, TPWODL, Bolangir																									
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 & 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) –		
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	<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																		
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	20.03.2025																										
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: GRF, Bolangir



Appeared:

For the Complainant
For the Respondent

–Sri Biranchi Naik
–Sri Itishree Sahoo, OAG-II (Auth. Representative)

Complaint Case No. BGR/126/2025

Sri Biranchi Naik,
At-Bharatbahal,
Po/Dist-Bolangir
Con. No. 911225200061

- **COMPLAINANT**

-Versus-

Sub-Divisional Officer,
Electrical Sub-Division, No. II,
TPWODL, Bolangir

- **OPPOSITE PARTY**

ORDER
(Dt.27.03.2025)

HISTORY OF THE CASE

The Complaint petition filed by the representative of the consumer Shri Biranchi Naik who is a LT-Dom. consumer availing a CD of 1.5 KW. He has disputed about the energy bill of Jun-Jul/1997 of 3923 units amounting to ₹ 8,549.30p. 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 REC section of Balangir-II Sub-division. The consumer represented that he has been served with an erroneous bill in Jun-Jul/1997 of 3923 units. For that, the total outstanding has been accumulated to ₹ 14,220.19p upto Feb.-2025. The complainant raised dispute against the said period and requested before the Forum for suitable revision of the 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-Domestic consumer availing power supply prior to Apr-1999. The billing dispute raised by the complainant for the erroneous billing in Jun-Jul/1997 subject to very long period i.e. erstwhile GRIDCO Ltd. In between that, 25 years has already been passed. The complainant has never approached to the office of OP from 1997 to 2025. Also, no record is available prior to the year 2001. In absence of record, it is difficult to establish the status of dispute raised by the complainant that whether the complaint has resolved within the year 2000.

Considering the above, the OP requested before the Forum to reject the petition of the complainant and pass order as deemed fit.


CO-OPTED MEMBER


MEMBER (Fin.)
Page 2 of 3


PRESIDENT



FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 1.5 KW. The consumer has availed power supply prior to Apr-1999 and total outstanding upto Feb.-2025 is ₹ 14,220.19p. As complained by the complainant and submission of OP, it is observed by the Forum that,

The consumer represented that erroneous billing has been done for the month of Jun-Jul/1997 of 3923 units amounting to ₹ 8,549.30p which needs bill revision as per actual meter reading.

The OP submitted that the complainant has approached the Forum after 28 years of the disputed billing month. In the last 28 years, the complainant never approached to any office of the OP. In the present context, no record is available prior to the year 2001 with licensee.

The Forum has carefully examined the documents submitted by both the parties. The complainant has disputed the billing month of Jun-Jul/1997 of 3923 units amounting to ₹ 8,549.30p. It is not understood, how the complainant remains silent for 28 years and raised dispute now. Also, during the course of hearing the Forum directed the complainant to submit the bills and payment details from Jun-Jul/1997 to Nov-Dec/2000 so that the billing, payment and adjustments can be verified. But the complainant has shown his inability to produce the same. Also, the OP is unable to produce the record as it is more than 28 years old. As the disputed period is pretty long and in absence of document, the matter cannot be proceed further. Also, it is seen that the disputed amount is ₹ 8,549.30p whereas the arrear outstanding as on Feb-2025 is ₹ 14,220.19p which implies that the complainant has not paid the subsequent monthly bill in regular manner. The OP has also not exercised the regulation laid down in OERC Regulation Code.

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 petition of the complainant is hereby rejected as the matter relates to long back of twenty-seven years. Hence, the Forum directed the complainant to clear the arrear outstanding. The OP is advised to allow suitable installment observing OERC Regulation Code.

Case is disposed off accordingly.


K.S. PADHEE
CO-OPTED MEMBER


P.K. SAHOO
MEMBER (Fin.)


K.B. SAHU
PRESIDENT

Copy to: -

1. Sri Biranchi Naik, At-Bharatbahal, Po/Dist-Bolangir-767002.
2. Sub-Divisional Officer, Electrical Sub-Division, No. II, TPWODL, Bolangir.
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."