



## **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/ 202<sup>5</sup>

Dated, the 18/03/2025

**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/136/2025																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																								
		Sri Nanda Padhan, For Sri Kamal Padhan, At-Nuniapali, Po-Pandesara, Via-Agalpur, Dist-Bolangir		911001024582	9777429843																								
3	Respondent/s	Name EE, BED, TPWODL, Bolangir		Division Bolangir Electrical Division, TPWODL, Bolangir																									
4	Date of Application	03.03.2025																											
5	In the matter of-	<table border="1"><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 border="1"><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	03.03.2025																											
9	Date of Order	18.03.2025																											
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 Agalpur



**Appeared:**

**For the Complainant** -Sri Nanda Padhan  
**For the Respondent** -Sri Srikanta Satpathy, AFM (Authorised Representative)

**Complaint Case No. BGR/136/2025**

Sri Nanda Padhan,  
For Sri Kamal Padhan,  
At-Nuniapali, Po-Pandesara,  
Via-Agalpur, Dist-Bolangir  
Con. No. 911001024582

**COMPLAINANT**

**-Versus-**

Executive Engineer,  
Bolangir Electrical Division,  
TPWODL, Bolangir

**OPPOSITE PARTY**

**ORDER**

**(Dt.18.03.2025)**

**HISTORY OF THE CASE**

The Complaint petition filed by the representative of the consumer Shri Nanda Padhan who is a LT-Irr. consumer availing a CD of 2.5 KW. He has disputed the energy billing raised from the date of supply to till date as he has not availed power supply since the beginning. 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 : 03.03.2025**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Agalpur section of Loisingha Sub-division. The consumer represented that he has been served with false energy bill from the date of supply i.e. 03<sup>rd</sup> Oct. 2019 onwards to till date where he has not availed power supply due to theft of conductor on 15<sup>th</sup> Mar. 2020. In this regard, he has submitted FIR copy and representation to ESO on the same date. For such false billing, the arrear has been accumulated to ₹ 24,358.48p upto Jan.-2025. The complainant raised dispute against the said bill and requested before the Forum for suitable revision of bill.

**PREVIOUS COMPLAINS IF ANY :**

Letter addressed to ESO-Agalpur dated 15<sup>th</sup> Mar. 2020.

**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 03<sup>rd</sup> Oct. 2019. The billing dispute raised by the complainant for non-availing of power supply requires field verification for which seven days time may be allowed to make field verification.

**CO-OPTED MEMBER**

**MEMBER (Fin.)**

Page 2 of 3

**PRESIDENT**



Considering the above, the OP requested before the Forum to allow 7 days time to submit the physical verification report.

### **FINDINGS AND ANALYSIS OF THE FORUM**

The consumer is a LT-Irr. consumer with a CD of 2.5 KW. As per record, the consumer has availed power supply since 03<sup>rd</sup> Oct. 2019 and total outstanding upto Jan-2025 is ₹ 24,358.48p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer represented that power supply has not been given to his LI point since the date of beginning but bills have been raised regularly. Also, the conductor to the said point was stolen on 15<sup>th</sup> Mar. 2020 for which he has lodged FIR before Salebhata Outpost. The said matter has been intimated to ESO-Agalpur on the same date. Copy of documents submitted by the complainant has taken into record.
2. Against that, the OP was asked seven day time to verify the matter and will make field inspection. They were undertaken to submit a detailed report within 7 days before the Forum. The OP inspected the premises the premises on 06<sup>th</sup> Mar. 2025 and submitted the report on 12<sup>th</sup> Mar. 2025 vide ref. no. 39, dated 06<sup>th</sup> Mar. 2025 and certified that the consumer has not availed availed power supply due to failure of borewell and theft of conductor.
3. From the above report, it is clear that due to caving of the said DBW and theft of conductor, the consumer has not availed power supply since from the beginning and hence the bill raised during this period needs revision.
4. 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 03<sup>rd</sup> Oct. 2019 to till date is to be waived. Only MMFC is to be charged as per CI-1 of the standard agreement executed by the petitioner with the opposite party.
2. The consumer must be tagged under PDC category in the billing.
3. 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 one month after receipt of GRF order otherwise it will be treated as non-compliance.

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

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

**K.B.SAHU**  
PRESIDENT

Copy to: -

1. Sri Nanda Padhan, At-Nuniapali, Po-Pandesara, Via-Agalpur, Dist-Bolangir.
2. Executive Engineer, Bolangir Electrical Division, 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."**