



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/ 179

Dated, the 07/03/2025

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/140/2025																		
2	Complainant/s	Name & Address Sri Gokul Matari, For Sri Bhika Matari, At/Po-Tusura, Radharanipada, Dist-Bolangir	Consumer No 911523010105	Contact No. 8018181707																
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Tusura	Division Bolangir Electrical Division, TPWODL, Bolangir																	
4	Date of Application	04.03.2025																		
5	In the matter of-	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">1. Agreement/Termination</td> <td style="width: 50%;">2. Billing Disputes</td> </tr> <tr> <td>3. Classification/Reclassification of Consumers</td> <td>4. Contract Demand / Connected Load</td> </tr> <tr> <td>5. Disconnection / Reconnection of Supply</td> <td>6. Installation of Equipment & apparatus of Consumer</td> </tr> <tr> <td>7. Interruptions</td> <td>8. Metering</td> </tr> <tr> <td>9. New Connection</td> <td>10. Quality of Supply & GSOP</td> </tr> <tr> <td>11. Security Deposit / Interest</td> <td>12. Shifting of Service Connection & equipments</td> </tr> <tr> <td>13. Transfer of Consumer Ownership</td> <td>14. Voltage Fluctuations</td> </tr> <tr> <td colspan="2">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" style="width: 100%; border-collapse: collapse;"> <tr> <td>1. OERC Distribution (Conditions of Supply) Code,2019; Clause(s) 155, 157</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) 155, 157	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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6. Others																				
8	Date(s) of Hearing	04.03.2025																		
9	Date of Order	07.03.2025																		
10	Order in favour of	Complainant <input checked="" type="checkbox"/>	Respondent <input type="checkbox"/>	Others <input type="checkbox"/>																
11	Details of Compensation awarded, if any.	Nil																		

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

Place of Hearing: Camp Court at Tusura



Appeared:

For the Complainant

–Sri Gokul Matari

For the Respondent

–Sri Sanjeeb Kumar Padhi, S.D.O (Elect.), Tusura

Complaint Case No. BGR/140/2025

Sri Gokul Matari,
For Sri Bhika Matari,
At/Po-Tusura, Radharanipada,
Dist-Bolangir
Con. No. 911523010105

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER

(Dt.07.03.2025)

HISTORY OF THE CASE

The Complaint petition filed by the representative of the consumer Shri Gokul Matari who is a LT-Dom. consumer availing a CD of 1.5 KW. He has disputed that power supply to his premises was under disconnection from the year 2018 to 2023 for renovation of the said house but energy bills have been raised regularly. He has appealed before the Forum for withdrawal of bills during power supply disconnection period i.e. from 2018 to 2023. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 04.03.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Agalpur section of Loisingha Sub-division. The complainant represented that he was served with false bills from the year 2018 to 2023 where he has not availed power supply for renovation of his house. For that false bills, the arrear has been accumulated to ₹ 76,254.16p upto Jan.-2025. The complainant raised dispute against the said period and requested before the Forum for suitable 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 prior to Apr-1999. The billing dispute raised by the complainant for the energy billing from the year 2018 to 2023 requires field inspection for which 7 days time is required.

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

CO-OP 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 1.5 KW. As per record, the consumer has availed power prior to Apr-1999 and the total outstanding upto Jan.-2025 is ₹ 76,254.16p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The complainant represented that power supply to his premises was under disconnection during the year 2018 to 2023 against which the OP asked some time for field inspection. Hence, the Forum directed the OP to make a field verification and must submit a report within seven days. The OP submitted the PVR prepared on 06th Mar. 2025 by SDO-Loisingha. The abstract of PVR is,

"Consumer have no power supply from Feb-2020 to Mar-2023."

The PVR submitted by SDO-Loisingha dated 06th Mar. 2025 has taken into record.

From the above, it is confirmed that power supply to the consumer was under disconnection from Feb-2020 to Mar-2023.

2. The Forum has gone through the billing abstract submitted by OP and found that average billing was done from Jan-2019 to Apr-2023. A new meter has been installed on 31st May 2023 with meter no. TPWODL1139966, thereafter regular billing is going on.
3. On scrutiny of the documents, it is observed by the Forum that the bills raised during no supply period needs bill revision under Cl-155 & 157 of OERC Dist. (Conditions of Supply) 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 Feb-2020 to Mar-2023 is to be withdrawn as there was no power supply to the consumer premises. Only MMFC and other statutory charges is to be levied for the said period.
2. DPS is to be levied as per OERC Regulation.
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.PADHIE
CO-OPTED MEMBER

P.K.SAHOO
MEMBER (Fin.)

K.B.SAHU
PRESIDENT

Copy to: -

1. Sri Gokul Matari, At/Po-Tusura, Radharanipada, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Tusura.
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."