



## 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/ 307<sup>E</sup>

Dated, the 22/04/2025

**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/161/2025																										
2	Complainant/s	Name & Address Sri Bijaya Naik, For Sri Balakrushna Naik, At-Bramhani Dunguri, Po-Barapudugia, Dist-Bolangir	Consumer No 911001020803	Contact No. 8260947152																								
3	Respondent/s	Name S.D.O (Elect.), No. II, TPWODL, Bolangir	Division Bolangir Electrical Division, TPWODL, Bolangir																									
4	Date of Application	06.03.2025																										
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) –		
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) 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																		
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																												
8	Date(s) of Hearing	20.03.2025	18.04.2025																									
9	Date of Order	22.04.2025																										
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 Bijaya Naik  
–Smt. Itishree Sahoo, OAG-II (Auth. Rep.) (Dt.20.03.2025)  
Sri Sunil Kumar Swain,  
S.D.O (El.), No. II, Bolangir (Dt.18.04.2025)

**Complaint Case No. BGR/161/2025**

Sri Bijaya Naik,  
For Sri Balakrushna Naik,  
At-Bramhani Dunguri,  
Po-Barapudugia, Dist-Bolangir  
Con. No. 911001020803

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**

**ORDER**

**(Dt.22.04.2025)**

The consumer has attended the Camp Court at Chudapali Camp on 06<sup>th</sup> Mar. 2025 and appealed before the Forum for revision of bill. Accordingly, hearing date has been fixed on 20<sup>th</sup> Mar. 2025 and notice was served to both the parties to remain present with supportive documents on the said date.

**PROCEEDING OF HEARING DATED : 20.03.2025**

**Appeared:**

**For the Complainant** –Sri Bijaya Naik  
**For the Respondent** –Smt. Itishree Sahoo, OAG-II (Auth. Rep.)

During the course of hearing, the OP was asked for a date to submit the physical verification report and detailed written submission.

Considering this, the Forum allowed and directed to submit the required documents before the next date of hearing. The next date of hearing was fixed on 18<sup>th</sup> Apr. 2025. Accordingly, hearing date has been fixed on 18<sup>th</sup> Apr. 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 18<sup>th</sup> Apr. 2025, the representative of the consumer Shri Bijaya Naik was present & Shri Sunil Ku. Swain, SDO, Sub. division-II, Balangir was present as opposite party.

**HISTORY OF THE CASE**

The Complaint petition filed by the representative of the consumer Shri Bijaya Naik who is LT-Irr. consumer availing a CD of 2.5 KW. He has disputed about generation of two no. of bills

CO-OPTED MEMBER

MEMBER (Nn.)

Page 2 of 4

PRESIDENT



against a same consumer where the consumer no.s are 9110-0102-0803 & 9110-0101-1884. 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 : 18.04.2025**

**Appeared:**

**For the Complainant** –Sri Bijaya Naik

**For the Respondent** –Sri Sunil Kumar Swain, S.D.O (El.), No. II, Bolangir

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Chudapali section of Sub-division II, Bolangir. The representative of the consumer represented that he was availed power supply against cons. no. 9110-0101-1884 and surrendered since Oct-2004 but monthly bills are being raised regularly for which he requested before the Forum to stop the bill of cons. no. 9110-0101-1884. The complainant raised dispute against the said bill and requested before the Forum for suitable revision of the bill.

**SUBMISSION OF OPPOSITE PARTY DURING HEARING**

The OP appeared before the Forum without relevant record. On defence, he intimated that the consumer is a LT-Irr. consumer availing power supply prior to Apr-1999. The billing dispute raised by the complainant requires field inspection for which 7 days time is required.

Considering the above, the OP requested before the Forum to allow 7 days time.

**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 prior to Apr-1999 and total outstanding upto Jan.-2025 is ₹ 31,169.52p. As complained by the complainant and submission of OP, it is observed by the Forum that,

The complainant represented that power supply against his irrigation point having consumer no. 9110-0101-1884 has been disconnected since Oct-2004 but monthly bills are being raised for which he requested before the Forum to redress his grievances by way of suitable bill revision.

Against that, the OP was asked 7 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 fails to submit the required report within schedule time for which the matter was reminded to OP to submit the report at the earliest to resolve the consumer grievances. Finally, he has submitted the report on 18<sup>th</sup> Apr. 2025 vide ref. no. nil and admitted that cons. no. 9110-0101-1884 has been disconnected since long. The consumer has availed a 2<sup>nd</sup> connection in the same name with cons. no. 9110-0102-0803 since 29<sup>th</sup> May 2013.

The Forum analysed the documents submitted by both the parties and of the opinion that power supply to cons. no. 9110-0101-1884 has been disconnected since oct-2004 and the agreement deemed to be terminated w.e.f Dec-2004. Hence, all energy bills pertaining to cons. no. 9110-0101-1884 is to be revised w.e.f. Dec-2004.

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.

CO-OPTED MEMBER

MEMBER (Fin.)

Page 3 of 4


PRESIDENT



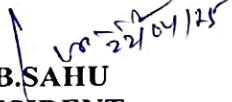
1. The energy bills raised to the consumer from Nov-2004 to till date against con. No. 9110-0101-1884 is to be withdrawn as there is no power supply to the consumer. MMFC is to be charged till Nov.-2004 as per CI-1 of the standard agreement executed between both the parties. Also, the said consumer no. must be tagged with PDC category to avoid future billing dispute. Any payment made against consumer no. 9110-0101-1884 must be adjusted against cons. no. 9110-0102-0803.
2. The final bill amount against cons. no. 9110-0101-1884 (if any) is to be deposited by the consumer or debited against his 2<sup>nd</sup> connection with cons. no. 911-0102-0803.
3. DPS is to be levied as per OERC Regulation.
4. 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. PADHEE**  
CO-OPTED MEMBER

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

  
**K.B. SAHU**  
PRESIDENT

Copy to: -

1. Sri Bijaya Naik, At-Bramhani Dunguri, Po-Barapudugia, Dist-Bolangir-767024.
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](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."**