



## **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/

341<sup>6</sup>

Dated, the

30/04/2025

**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/183/2025																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																								
		Sri Nilamani Dehuri, At-Ghantapali, Po-Mursundhi, Via-B.M.Pur, Dist-Sonepur		915202142754	6372526793																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, B.M.Pur		Division Sonepur Electrical Division, TPWODL, Sonepur																									
4	Date of Application	21.03.2025																											
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) –		
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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) 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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8	Date(s) of Hearing	18.04.2025																											
9	Date of Order	30.04.2025																											
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 -Sri Nilamani Dehuri  
For the Respondent -Sri Abadhut Pradhan, AFM, SED (Representative)

**Complaint Case No. BGR/183/2025**

Sri Nilamani Dehuri,  
At-Ghantapali, Po-Mursundhi,  
Via-B.M.Pur, Dist-Sonepur  
Con. No. 915202142754

**COMPLAINANT**

**-Versus-**

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

**OPPOSITE PARTY**

**ORDER**  
**(Dt.30.04.2025)**

**HISTORY OF THE CASE**

The Complainant is a Domestic. consumer availing a CD of o.14 KW availing power supply since Dt.13/03/2012. Complaint petition was received during camp at B.M.Pur on 21.03.2025 and kept for hearing on Dt.18.04.2025 at GRF, Bolangir. The consumer has disputed on outstanding arrear as power supply was under disconnection till 17<sup>th</sup> March-2025 and submitted his grievances for revision of bill in GRF camp at B.M.Pur. The complaint was heard at B.M.Pur Camp in presence of SDO-B.M.Pur and advised OP to file his version along with PVR and kept for hearing On Dt.18.04.2025 at GRF, Bolangir.

Heard the case in details.

**PROCEEDING OF HEARING DATED : 18.04.2025**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under B.M.Pur Section of Sub-division B.M.Pur. The consumer represented that he was served Avg bills from date of supply up to Feb 2017 and supply was under disconnection till Dt.16.03.2025 and submitted his grievances for revision of bill in GRF camp at B.M.Pur. For such, the arrear has accumulated to ₹. 69095.04 p up to Mar-2025. The complainant raised a dispute against AVG Bills and requested before the Forum for suitable revision of the bill.

**SUBMISSION OF OPPOSITE PARTY DURING HEARING**

The OP participated in GRF Camp at B.M.Pur and office hearing at Bolangir with relevant document. He intimated that the consumer is a Domestic consumer availing power supply since Dt.13/03/2012. The billing dispute raised by the complainant for the Avg billings from date of supply to Feb-2017 is due to meter defective. Power supply to the consumer was under disconnection from Feb-2017 and reconnected on Dt.17.03.2025. As the above-stated period Avg bill was not revised, bill revision is needed to resolve the consumer's grievances.

**CO-OPTED MEMBER**

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



Considering the above, the OP requested before the Forum for revision of previous disputed bills and pass order as deemed fit.

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

The consumer is a Dom consumer with a CD of 0.14 KW. The consumer has availed power supply since Dt.13/03/2012 and the arrear outstanding of ₹. 69095.04 p up to Mar-2025. As complained by the complainant and submission of OP, it is observed by the Forum that,


1. Power supply to the consumer was disconnected on Feb-2017 and reconnected on Dt.17.03.2025 and thereafter actual billing has done.
2. The OP has submitted that as the disputed billing period has not yet revised, it needs bill revision.

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 bill raised to the consumer from Feb-2017 to 16<sup>th</sup> Mar-2025 is to be withdrawn as there was no power supply to the consumer's 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.PADHEE**  
CO-OPTED MEMBER

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

  
**K.B.SAHU**  
PRESIDENT

Copy to: -

1. Sri Nilamani Dehuri, At-Ghantapali, Po-Mursundhi, Via-B.M.Pur, Dist-Sonepur-767018.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, B.M.Pur.
3. DFM/ AFM/ JFM, Sonepur Electrical Division, TPWODL, Sonepur.
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."**