



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/ 372⁶⁵

Dated, the 15/05/2025

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/192/2025																																											
2	Complainant/s	Name & Address Sri Binobananda Padhan, For President, Jaya Sriram Pani Panchayat, At-Chandli, Po-Jatesingha, Via-B.M.Pur, Dist-Sonepur		Consumer No 915001060522	Contact No. 9777089397																																								
3	Respondent/s	Name EE, SED, TPWODL, Sonepur		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></td><td>2. Billing Disputes</td><td></td><td>√</td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td></td><td>4. Contract Demand / Connected Load</td><td></td><td></td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td></td><td>6. Installation of Equipment & apparatus of Consumer</td><td></td><td></td></tr><tr><td>7. Interruptions</td><td></td><td>8. Metering</td><td></td><td></td></tr><tr><td>9. New Connection</td><td></td><td>10. Quality of Supply & GSOP</td><td></td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td></td><td>12. Shifting of Service Connection & equipments</td><td></td><td></td></tr><tr><td>13. Transfer of Consumer Ownership</td><td></td><td>14. Voltage Fluctuations</td><td></td><td></td></tr><tr><td colspan="5">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	15.05.2025																																											
10	Order in favour of	Complainant	√	Respondent	Others																																								
11	Details of Compensation awarded, if any.	Nil																																											

CO-OPTED MEMBER

MEMBER (Fin.)
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PRESIDENT

Place of Hearing: GRF, Bolangir



Appeared:

For the Complainant - Sri Binobananda Padhan
For the Respondent - Sri Abadhut Pradhan, AFM (Representative)

Complaint Case No. BGR/192/2025

Sri Binobananda Padhan,
For President,
Jaya Sriram Pani Panchayat,
At-Chandli, Po-Jatesingha,
Via-B.M.Pur, Dist-Sonepur
Con. No. 915001060522

- **COMPLAINANT**

-Versus-

Executive Engineer,
Sonepur Electrical Division,
TPWODL, Sonepur

- **OPPOSITE PARTY**

ORDER
(Dt.15.05.2025)

Shri Binobananda Padhan appeared before the Forum on behalf of above-said connection at Subalaya camp Court and Shri Soumya Ranjan Das was appeared as Opposite Party.

HISTORY OF THE CASE

The Complainant is a LT-Irr., Pumping & Ag. consumer availing a CD of 7.5 KW. He has disputed about the energy bill raised from the year 2012 to Sep.-2024 as there is breakdown of transformer from the year 2012. Power supply has been restored in Nov-2024 after installation of new meter. He has submitted his grievances for revision of bill. The complainant needs suitable bill revision for the said period.

During hearing, no authorized representative was present for which next hearing date was fixed on 18th Apr. 2025. The Forum directed SDO-B M Pur to communicate the opposite party in this case i.e. Executive Engineer, Sonepur division to submit the following documents before the hearing date,

1. Physical Verification report
2. Written version
3. Any other document (if found relevant in this case)

Accordingly, notice was issued to both parties vide letter no. 265, dated 03rd Apr. 2025 to remain present with supportive documents.

The case was heard in detail.

CO-OPTED MEMBER

MEMBER (Fin.)
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PRESIDENT



PROCEEDING OF HEARING DATED : 18.04.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Subalaya section of B M Pur Sub-division. The consumer represented that he was served with false energy bill from the year 2012 to Sep.-2024 where the transformer was burnt and he has not availed power supply. Power supply has been restored after installation of new meter in Dec-2024. The complainant raised dispute against the said false billing period and requested before the Forum for suitable revision of bill.

SUBMISSION OF OPPOSITE PARTY DURING HEARING

The OP appeared before the Forum with billing abstract only. On defence, he intimated that the consumer is a LT-Lift. Irr. consumer availing power supply since Jan.-2008. As per billing abstract, the complaint of the complainant is genuine. However, filed verification is require to ascertain exact the disconnection period.

The Forum asked the OP for non-submission of documents as intimated in 21st Mar. 2025 hearing but the OP fails to reply. However, giving an opportunity to OP, the Forum allowed seven days time to submit the following documents,

1. Physical Verification report
2. Written version
3. Any other document (if found relevant in this case)

The OP again failed to submit the required documents as directed by Forum. In this regard, reminder through e-mail & WA has given no. of times to submit the documents but there is no response from OP.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Irr., Pumping & Agriculture consumer with a CD of 7.5 KW. The consumer has availed power supply since 06th Jan. 2008 and the arrear outstanding upto Mar.-2025 is ₹ 49,684.25p. As complained by the complainant and submission of OP, it is observed by the Forum that,

The consumer represented that due to transformer burnt, he has not availed power supply from the year 2012 to Sep.-2024. Power supply to his premises has been restored after installation of new meter in Sep.-2024.

The OP submitted that as per billing record, the complaint of the complainant is genuine. The Forum asked the OP to submit the required documents as directed in last hearing dated 21st Mar. 2025. The OP has shown his inability to submit the documents and requested before the Forum to allow seven days time to submit the same. As like earlier, the OP fails to submit the documents within committed time. Again, the Forum reminded the OP through e-mail / WA for submission of data. But no response of OP till date. Due to such carelessness activity of OP, the matter is pending for more than one month and the justice for the complainant is getting delayed. The Forum is taking this as a serious note and warned the OP not to repeat this in future.

In default of submission of report from the end of OP, it is assumed that the OP has nothing to say in this regard and the matter is to be decided as per available documents and statement of the complainant.

CO-OPTED MEMBER

MEMBER (Fin.)

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PRESIDENT


The Forum has gone through the billing abstract and observed that there is a payment of ₹ 10,000/- made in 28th Aug. 2013. Hence, it is assumed that there was power supply till Aug. 2013, thereafter provisional billing was done till Oct-2024. A new meter has been installed on 04th Dec. 2024 with meter no. TWSC10070575 with payment of ₹ 1,990/- on 06th Dec. 2024. Hence, the date of re-connection is to be treated as 06th Dec. 2024.


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 monthly bill raised from Sep.-2013 to Nov.-2024 is to be withdrawn as the consumer has not availed power supply. Only MMFC is to be charged as per CI-1 of the standard agreement executed by the petitioner with the opposite party.
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 Binobananda Padhan, At-Chandli, Po-Jatesingha, Via-B.M.Pur, Dist-Sonepur-767018.
2. Executive Engineer, Sonepur Electrical Division, TPWODL, Sonepur.
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 → 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."