



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/ 311⁽⁵⁾

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/224/2025																										
2	Complainant/s	Name & Address Sri Gopal Hota, For Sri Prasanna Kumar Hota, At-Charda, Po-Sankara, Via-Binka, Dist-Sonepur	Consumer No 915304030048	Contact No. 7894255345																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Binka	Division Sonepur Electrical Division, TPWODL, Sonepur																									
4	Date of Application	07.04.2025																										
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 & 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 & GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection & 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)</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)	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	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 - Sri Gopal Hota
For the Respondent - Sri Abadhut Padhan, AFM, SED, Sonepur (Representative)

Complaint Case No. BGR/224/2025

Sri Gopal Hota,
For Sri Prasanna Kumar Hota,
At-Charda, Po-Sankara,
Via-Binka, Dist-Sonepur
Con. No. 915304030048

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER

(Dt.22.04.2025)

The consumer has attended the Camp Court at Charda Village Camp on 07th Apr. 2025 and appealed before the Forum for consideration of OTS scheme and revision of bill. Accordingly, hearing date has been fixed on 18th 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 18th Apr. 2025, the representative of the consumer Shri Gopal Hota was present & Shri Abadhut Pradhan, Asst. Manager (Fin. & Com.), Sonepur division was present on behalf of opposite party.

HISTORY OF THE CASE

The Complaint petition filed by the representative of the consumer Shri Gopal Hota who is a LT-Dom. consumer availing a CD of 1.5 KW. He has submitted that he has applied for OTS in 28th Jun. 2023 and deposited the payable amount of ₹ 27,465.00p on the same day but the OP has not allowed the OTS exemption amount for which there is an outstanding arrear of ₹ 40,191.84p as on Mar-2025. The complainant needs OTS benefit and suitable bill revision.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 18.04.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Mahadevpali section of Binka Sub-division. The consumer represented that he has applied for OTS on 28th Jun. 2023 and deposited the payable amount of ₹ 27,465.00p on the same day but the OP has not allowed the OTS benefit till date. For that, he was appealed before SDO-Binka on 20th Sep. 2024 but no action has been taken. The complainant raised dispute for non-allowing of OTS benefit and requested before the Forum for OTS benefit suitable revision of bill.

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Page 2 of 4

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PREVIOUS COMPLAINS IF ANY :

Letter dated 20th Sep. 2024 addressed to SDO-Binka.

SUBMISSION OF OPPOSITE PARTY DURING HEARING

The authorized representative of OP appeared before the Forum with relevant documents with written submission dated 15th Apr. 2025. On defence, he intimated that the above-stated consumer having cons. no. 9153-0403-0048 was applied for OTS. As per OTS principle, he has deposited the required amount of ₹ 27,465.00p on 28th Jun. 2023 but due to wrong issue of money receipt to some other consumer no. i.e. 9153-0403-0028 in stead of 9153-0403-0048, the said consumer has not got the OTS benefit. When the matter came to know by OP, the OTS scheme was closed.

Considering the above, the OP requested before the Forum to pass order as deemed fit.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 1.5 KW. The consumer has availed power supply prior to Apr-1999 and the arrear outstanding upto Mar.-2025 is ₹ 40,191.84p. As complained by the complainant and submission of OP, it is observed by the Forum that,

The complainant represented that though he has completed all formalities and deposited required amount but he has not been allowed OTS benefit till date. The OP through his written version admitted the fact and submitted that due to wrong issue of money receipt of some other consumer, the complainant has not got the OTS benefit. During the course of hearing, the authorized representative of OP submitted that the consumer the consumer was deposited the qualifying amount of ₹ 27,465.00p on 28th Jun. 2023, later on he has failed to deposit the eligible amount of ₹ 1,566.24p for which the consumer is not eligible to get the OTS benefit.

The Forum analysed the documents submitted by both parties OTS principle as per Hon'ble OERC in Case no. 122 of 2021 and order dated 22.12.2022 where Hon'ble Commission clearly described the principle of OTS as stated below,

Proposed Quantum of Rebate

Type of Consumers Quantum of Rebate : Group A i.e. all LT Category of Consumers

- i) ***Delayed Payment Surcharge (DPS) in full + 15% of the eligible amount, if payment is made in three monthly instalments within the scheme period i.e. 50% +25%+25%***
- (ii) ***DPS in full + 20% of the eligible amount, if payment is made in two equal monthly instalments within the scheme period i.e. 50% +50%***
- (iii) ***DPS in full + 25% of the eligible amount if payment is made at a time (i.e. in one instalment) within the scheme period.***

Referring to above, there is no provision of qualifying & eligible amount separately as represented by authorized representative of OP. Hence, the Forum has not accepted the statement authorized representative of OP. The Forum noticed that the OTS registration form has been generated against consumer no. 9153-0403-0028 and consumer name is Balaram Thanapaty and based on arrear outstanding as on Dec-2020, the payable amount & rebate amount has been calculated. In the said sheet, Shri Gopal Hota has acknowledged the sheet where in just below consumer name has been mentioned as Shri Balaram Thanapaty. As per OTS registration sheet, an amount of ₹ 27465/- has been received by OP and MR has been issued in favour of Shri Balaram Thanapaty.

The Forum is of the opinion that if there is any error while entering of consumer no. as submitted by OP it could have been detected at the time of registration where consumer name and consumer no. has been clearly mentioned. Also, the arrear amount of both the consumer is different as on Dec-2020. Again, at the time of issue of money receipt, it has been clearly mentioned as



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consumer name is Shri Balaram Thanapaty and cons. no. is 9153-0403-0028. Hence, the statement of the complainant as well as OP is not accepted by the Forum.

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.

The complaint of the complainant is not based on facts and hence rejected. The Forum advised the OP to allow suitable installment on the arrear outstanding observing departmental guidelines to the complainant if the complainant desires and the complainant has to adhere the same.



Case is disposed off accordingly.


K.S. PADHEE
CO-OPTED MEMBER


P.K. SAHOO
MEMBER (Fin.)


K.B. SAHU
PRESIDENT

Copy to: -

1. Sri Gopal Hota, At-Charda, Po-Sankara, Via-Binka, Dist-Sonepur-767019.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Binka.
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."