



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/ 313

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/230/2025																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																								
		Sri Ratan Sahu, At-Kesaipali, Po-Dudka, Via-Salebhata, Dist-Bolangir		911313161076	9556312100																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Loisingha		Division Bolangir Electrical Division, TPWODL, Bolangir																									
4	Date of Application	11.04.2025																											
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) 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	11.04.2025																											
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: Camp Court at Salebhata

Appeared:

For the Complainant

–Sri Ratan Sahu

For the Respondent

–Sri Abanikanta Maharana, S.D.O (Elect.), Loisingha

Complaint Case No. BGR/230/2025

Sri Ratan Sahu,
At-Kesaipali, Po-Dudka,
Via-Salebhata, Dist-Bolangir
Con. No. 911313161076

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER

(Dt.22.04.2025)

HISTORY OF THE CASE

The Complaint petition filed by the consumer Shri Ratan Sahu who is a LT-Dom. consumer availing a CD of 0.5 KW. He has disputed that though he has availed power supply during the year 2022 but energy bills have been raised from Aug.-2018 and appealed before the Forum for withdrawal of bills during no power supply period i.e. Aug.-2018 to Dec-2021. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 11.04.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Salebhata section of Loisingha Sub-division. The complainant represented that he has been served with false bills from Aug.-2018 to Dec.-2022 where he has not availed power supply. For that false bills, the arrear has been accumulated to ₹ 2,155.25p upto Mar.-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 since Aug.-2018. The billing dispute raised by the complainant for the false billing about no power supply period requires field verification for which seven days time may be allowed to make field verification.

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

CO-OPTED 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 0.5 KW. As per record, the consumer has availed power supply since 01st Aug. 2018 and total outstanding upto Mar-2025 is ₹ 2,155.25p. As complained by the complainant and submission of OP, it is observed by the Forum that,

As per billing data, power supply to the consumer has been released on 01st Aug. 2018 but the consumer disputed that power supply to his premises has been released during the year 2022. Against that, the OP was asked seven 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 inspected the premises the premises on 17th Apr. 2025 and submitted the report on 21st Apr. 2025 vide ref. no. nil, dated 17th Apr. 2025 and certified that the consumer has availed power supply on 01st Feb. 2022. The inspection report dated 17th Apr. 2025 submitted by SDO-Loisingha has been taken into record.

From the above, it is clear evident that power supply has been given to the consumer on 01st Feb. 2022. Hence, the bills raised during no supply period needs bill revision under CI-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 MMFC raised to the consumer from 01st Aug. 2018 to Jan.-2022 must be withdrawn as there was no power supply to the consumer premises. Also, the KWH billed must be recasted considering date of power supply as 01st Feb. 2022.
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 Ratan Sahu, At-Kesaipali, Po-Dudka, Via-Salebhata, Dist-Bolangir-767061.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Loisingha.
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."