



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/

345^G

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/244/2025																										
2	Complainant/s	Name & Address	Consumer No	Contact No.																								
		Sri Makaradhwaj Meher, At-Tikrapada, Po-Subalaya, Via-B.M.Pur, Dist-Sonepur	915203041207	7681845847																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, B.M.Pur	Division Sonepur Electrical Division, TPWODL, Sonepur																									
4	Date of Application	16.04.2025																										
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 & 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><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	29.04.2025																										
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 Makaradhwaj Meher
For the Respondent - Sri Bijay Kumar Sahu, ESO, B.M.Pur (Auth. Representative)

Complaint Case No. BGR/244/2025

Sri Makaradhwaj Meher,
At-Tikrapada, Po-Subalaya,
Via-B.M.Pur, Dist-Sonepur
Con. No. 915203041207

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**

ORDER

(Dt.30.04.2025)

The consumer has attended the GRF camp at Ullunda on 16th Apr. 2025. The said case has been registered as Case no. 244 of 2025 and fixed for hearing on 29th Apr. 2025. Notice was issued to both the parties to remain present with relevant documents.

HISTORY OF THE CASE

The Complainant is a LT-Dom. consumer availing a CD of 2 KW. He has disputed the additional bill of ₹ 76,150.18p added in Sep-2024 billing without any reason. He has submitted his grievances for withdrawal of disputed amount of ₹ 76,150.18p. The complainant needs suitable bill revision for the said bill.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 29.04.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Subalaya section of B M Pur Sub-division. The consumer has disputed the illegal addition of ₹ 76,150.18p in the bill of Sep-2024 without any reason. The complainant intimated that earlier he has filed a case before the Forum which was registered as Case no. 45/2018, After hearing, Hon'ble Forum has passed the order on 09th Mar. 2018. Accordingly, an amount of ₹ 76,150.18p was withdrawn from his bill during Apr-2018. The complainant is under the apprehension that the OP has once again added the same amount again in the bill without any base violating the order of Hon'ble Forum. The complainant raised dispute against the said bill and requested before the Forum for withdrawal of ₹ 76,150.18p.

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 Feb.-2000. The billing dispute raised by the complainant for the disputed addition amount of ₹76,150.18p in Sep-2024 needs some time for searching of records which needs some time.

CO-OPTED MEMBER

MEMBER (Fm.)

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PRESIDENT

Considering the above, the OP requested before the Forum to allow seven day time to submit the required information.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 2 KW. The consumer has availed power supply since 01st Feb. 2000 and total outstanding upto Mar.-2025 is ₹ 65,160.56p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer has disputed the illegal addition of ₹ 76,150.18p in Sep-2024 bill without any reason. The complainant also submitted that as per GRF Case no. 45 of 2018, his bill was revised and an amount of ₹ 76,150.18p was withdrawn in the bill of Apr-2018 but subsequently, the OP has again added the same amount in the bill of Sep-2024 violating order of Hon'ble GRF. In this regard, the OP was asked seven days time to submit the required documents in support of raising additional bill. Accordingly, seven days time was allowed by the Forum and the case was adjourned to 29th Apr. 2025.



2. On 29th Apr. 2025, the OP failed to submit any supportive document before the Forum. In the written version of OP has mentioned that the debit sundry amount has not being done at B M Pur sub-division end. From the above statement of OP, the Forum feels that the disputed debit amount of ₹ 76,150.18p has no base which is subject to waiver.

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 sundry debit amount of ₹ 76,150.18p added in the bill of Sep-2024 is to be withdrawn and be reflected in next energy bill.
2. DPS levied is to be revised 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. PADHIE
CO-OPTED MEMBER

P.K. SAHOO
MEMBER (Fin.)

K.B. SAHU
PRESIDENT

Copy to: -

1. Sri Makaradhwaj Meher, At-Tikrapada, Po-Subalaya, 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 → 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."