



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/ 373

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/248/2025																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																								
		Anwar Khan, For Mohd. Azaz Khan, At-Dhobapada, Ward No. 01, Po-Kantabanji, Dist-Bolangir		912211110362	9437241348																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Kantabanji		Division Titilagarh Electrical Division, TPWODL, Titilagarh																									
4	Date of Application	18.04.2025																											
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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6. Others																													
8	Date(s) of Hearing	29.04.2025	08.05.2025																										
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.)

PRESIDENT

Place of Hearing: GRF, Bolangir



Appeared:

For the Complainant – **ABSENT**
For the Respondent – Sri Bijaya Kumar Rout, OAG-II (Auth. Representative)

Complaint Case No. BGR/248/2025

Anwar Khan,
For Mohd. Azaz Khan,
At-Dhobapada, Ward No. 01,
Po-Kantabanji, Dist-Bolangir
Con. No. 912211110362

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER

(Dt.15.05.2025)

During hearing at GRF office on 29th Apr. 2025, the consumer was not present & Shri Bijay Kumar Rout, OAG-II, Kantabanji Sub-division (Authorised representative of SDO-Kantabanji) was present as opposite party.

HISTORY OF THE CASE

The Complaint petition filed by Mohammad Ayaj Khan who is a LT-Dom. consumer availing a CD of 1 KW. He has disputed that his house was completely dismantled from Oct-2018 to Jan-2023 and requested for bill revision. The complainant needs suitable bill revision for the said period.

As the complainant was not present on the above date, the case was adjourned to next date. Accordingly, next date has been scheduled on 08th May 2025. Notice was issued to both parties vide letter no. 333, dated 29th Apr. 2025 to remain present with supportive documents.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 08.05.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Kantabanji section of Kantabanji Sub-division. The complainant represented that power supply to his house was dismantled from Oct-2018 to Jan.-2023 which needs to be withdrawn and requested before the Forum for 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 Oct.-2013. The billing dispute raised by the complainant has been physically verified by ESO-Kantabanji on 26th Apr. 2025 and certified that power supply to the consumer premises was under disconnection from Oct-2018 to

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MEMBER (Fin.)
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PRESIDENT

Jan-2023. The consumer was billed on average basis from Oct-2018 to Jul-2023 due to meter defective. On 28th Sep. 2023, a new meter has been installed with meter no. TWSP51050344, thereafter actual billing has been done. Considering the average billing. An upward assessment has been done of ₹. 42,575.52p has been raised in Nov.-2024 billing considering the period Sep.-2021 to Aug.-2023 (restricted to two year).

Based on the above, the OP requested before the Forum to consider this and pass order as deemed fit.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 1 KW. The consumer has availed power supply since 22nd Oct. 2013 and total outstanding upto Mar.-2025 is ₹ 44,919.59p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer represented that power supply to his premises was under disconnection from Oct-2018 to Jan.-2023. So the billing done for this period needs to be revised.

The OP submitted through PVR dated 26th Apr. 2025 that, power supply to the consumer was under disconnection from Oct-2018 to Jan.-2023. Also, the upward assessment done in Nov-2024 needs to be reassessed considering power supply availing period.

2. The Form has examined the documents submitted by both the parties and observed the followings,
 - i) Provisional & average billing was done from Oct-2018 to Jul-2023 with meter defective status.
 - ii) A new meter has been installed on 28th Sep. 2023 with meter no. TWSP51050344.
 - iii) An upward assessment has been done under CI-155 & 157 of OERC Reg. Code 2019 and debited ₹ 42,575.52p in Nov-2024 considering the billing period Sep-2021 to Aug-2023 (restricted to two year).

Considering the above factors, the Forum is of the opinion that as the OP has certified that there is no power supply from Oct-2018 to Jan-2023, hence the average billing made during this period needs to be revised. Secondly, the upwards assessment done for the period Oct-2018 to Jul-2023 needs to be reassessed as where was no power supply upto Jan.-2023.

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 bills raised to the consumer from Oct-2018 to Jan-2023 must be withdrawn as there was no power supply to the consumer premises. Only MMFC is to be charged during the said period. Also DPS is to be levied as per OERC Regulation.
2. The upwards assessment done in Nov-2024 for the period Sep-2021 to Aug-2023 is to recalculated from Feb-2023 to 28th Sep. 2023 as power supply to the consumer was under disconnection upto Jan.-2023.
3. All sundries and adjustments are to be considered during the above revision period.

Case is disposed off accordingly.

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT



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. Anwar Khan, At-Dhobapada, Ward No. 01, Po-Kantabanji, Dist. Bolangir-767039.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Kantabanji.
3. DFM/ AFM/ JFM, Titilagarh Electrical Division, TPWODL, Titilagarh.
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."