



GRIEVANCE REDRESSAL FORUM, BOLANGIR

(Infront of Children's Park),

BOLANGIR-767001, Tel./Fax:- (06652) 235741

E-mail: grfvesco.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/ 439

Dated, the 12/06/2025

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/288/2025																										
2	Complainant/s	Name & Address Sri Rakesh Kumar Bag, For Smt. Mami Bag, At/Po-Gaintala, Via-R.College, Dist-Bolangir	Consumer No 911225041697	Contact No. 7684013694																								
3	Respondent/s	Name S.D.O (Elect.), No. II, TPWODL, Bolangir	Division Bolangir Electrical Division, TPWODL, Bolangir																									
4	Date of Application	17.05.2025																										
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, 172</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, 172	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	17.05.2025																										
9	Date of Order	12.06.2025																										
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 Bolangir Town

Appeared:

For the Complainant - Sri Rakesh Kumar Bag
For the Respondent - Smt. Sita Rani Seth, Jr. Accountant (Representative)

Complaint Case No. BGR/288/2025

Sri Rakesh Kumar Bag,
For Smt. Mami Bag,
At/Po-Gaintala, Via-R.College,
Dist-Bolangir
Con. No. 911225041697

COMPLAINANT

-Versus-

Sub-Divisional Officer,
Electrical Sub-Division, No. II,
TPWODL, Bolangir

OPPOSITE PARTY

ORDER

(Dt.12.06.2025)

Shri Rakesh Kumar Bag has appeared before the Forum on behalf of Smt. Mami Bag at Balangir Sub-division I Camp Court and Mrs. Sitarani Seth, Jr. Accountant has appeared as Opposite Party.

HISTORY OF THE CASE

The Complainant is a Dom consumer availing a CD of 1 KW. He has disputed that he has availed power supply since Oct-2018 but no bills were raised till Jan-2025 but in Mar-2025, a bill of 10480 units has been raised at a time. He has submitted his grievances for revision of bill. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 18.04.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under REC section of Balangir-II Sub-division. The consumer represented that he has been served with an erroneous bill of 10480 units in Mar-2025. The complainant raised dispute against the said bill 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 as per billing ledger, the consumer is a LT-Dom. consumer and availing power supply since Feb.-2023. As per billing abstract, 1st bill of the consumer has been generated on Feb-2025 with "PROVISIONAL" billing, subsequently in Mar-2025, the consumer has been billed with 10480 units taking into consideration with date of power supply. But as represented by the complainant about date of power supply, filed verification is required for which 7 days time may be allowed by the Forum.

CO-OPTED MEMBER

MEMBER (Fm.)

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PRESIDENT

Considering the above, the OP requested before the Forum to grant time for detailed inspection and submission of detailed report.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 1 KW. As per billing ledger, the consumer has availed power supply since 18th Feb. 2023 and total outstanding upto Apr.-2025 is ₹ 60,380.844p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. As per billing data, power supply to the consumer has been released on 18th Feb. 2023 but the consumer disputed that power supply to his premises has been released since Oct-2018 with meter. But due to non-generation of bill till Jan-2025, a high bill of 10480 units has been raised in Mar-2025 which is disputed by the consumer. Against that, the OP was asked seven days time to verify the matter and will make field inspection. They were undertaken to submit a detailed report within 7 days before the Forum. Within the time period, the OP failed to submit the field inspection report. The Forum again given an opportunity to the OP to submit the required documents but again the OP has responded. 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.
2. The complainant represented that power supply has been released during Oct-2018. As per meter photo available in FG site, the meter no. is 2210195, Make: AEW, Mfg. month : Oct-2018 and CMR in Mar-2025 is 10480 where, as per billing ledger, the meter no. is 3613286 and CMR in Mar-2025 is 10480. Hence, the Forum feels that there is some error while punching of meter no. in FG database which needs to be rectified by OP. Also, it is seen that the manufacturing year of the said meter (meter no. 2210195) is Oct-2018. If the consumption pattern is to be analysed considering date of power supply as 18th Feb. 2023, units consumed per month is 437 units which is not logical. As the OP fails to submit the inspection report with actual date of power supply, the Forum believes the statement of the complainant and considered that the actual date of power supply is Nov-2018.
3. The case was analysed with reference to clause 172 of the OERC Distribution (Conditions of Supply) Code 2019 which reveals that;
 - a. No sum due from any consumer under this section shall be recoverable after a period of two years from the date when such sum was first due/ unless such sum has been shown continuously as recoverable as arrear of charges for electricity supplied/ and the licensee/ supplier shall not cutoff the supply of electricity for non-payment of such sum which has become "NON RECOVERABLE".
4. In this case on verification of meter data and version of consumer, the power supply appears to have been given during October'2018. But the 1st bill has been generated during February'2025.
5. To calculate monthly average consumption the average monthly consumption should be recasted from the date of power supply to February-March'2025 and bills for two years should be charged only from the consumer.



CO-OPTED MEMBER

MEMBER (Fm.)

PRESIDENT

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 existing meter no. must be amended from 3613286 to 2210195.
2. The monthly bill must be raised from February'2023 to January'2025 taking into average consumption of the meter considering IMR : 0 and FMR : 10480 (Mar-2025).
3. MMFC and other statutory charges is to be levied from February'2023 to January'2025.
4. DPS is to be levied as per OERC Regulation.
5. 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 Rakesh Kumar Bag, At/Po-Gaintala, Via-R.College, Dist-Bolangir-767002.
2. Sub-Divisional Officer, Electrical Sub-Division, No. II, TPWODL, Bolangir.
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."