



## 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/ 485

Dated, the 30/06/2025

**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/300/2025  |            |   |                           |  |  |   |   |   |           |   |  |  |                  |             |  |                   |                              |  |                                 |   |  |                                    |                          |  |                        |  |  |
| 2   | Complainant/s  | Name & Address<br>Sri Ratanlal Badhai,<br>Forester (Beat Indirya),<br>Forest Section Office,<br>At/Po-Lachhipur, Dist-Sonepur  |            | Consumer No<br>915201030584                                 | Contact No.<br>8328980428 |  |  |   |   |   |           |   |  |  |                  |             |  |                   |                              |  |                                 |   |  |                                    |                          |  |                        |  |  |
| 3   | Respondent/s   | Name<br>S.D.O (Elect.), TPWODL, B.M.Pur  |            | Division<br>Sonepur Electrical Division,<br>TPWODL, Sonepur |                           |  |  |   |   |   |           |   |  |  |                  |             |  |                   |                              |  |                                 |   |  |                                    |                          |  |                        |  |  |
| 4   | Date of Application                                  | 22.05.2025   |            |   |                           |  |  |   |   |   |           |   |  |  |                  |             |  |                   |                              |  |                                 |   |  |                                    |                          |  |                        |  |  |
| 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 &amp; 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 &amp; GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection &amp; 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) - |  |  |
| 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) -  |  |  |            |   |                           |  |  |   |   |   |           |   |  |  |                  |             |  |                   |                              |  |                                 |   |  |                                    |                          |  |                        |  |  |
| 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)</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 |   |  |  |                  |             |  |                   |                              |  |                                 |   |  |                                    |                          |  |                        |  |  |
| 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   |  |  |            |   |                           |  |  |   |   |   |           |   |  |  |                  |             |  |                   |                              |  |                                 |   |  |                                    |                          |  |                        |  |  |
| 8   | Date(s) of Hearing                                   | 06.06.2025   |            |   |                           |  |  |   |   |   |           |   |  |  |                  |             |  |                   |                              |  |                                 |   |  |                                    |                          |  |                        |  |  |
| 9   | Date of Order  | 30.06.2025   |            |   |                           |  |  |   |   |   |           |   |  |  |                  |             |  |                   |                              |  |                                 |   |  |                                    |                          |  |                        |  |  |
| 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:** GRF, Bolangir

**Appeared:**

**For the Complainant**

–Sri Ratanlal Badhia

**For the Respondent**

–Sri Soumya Ranjan Das, S.D.O (Elect.), B.M.Pur

**Complaint Case No. BGR/300/2025**

Sri Ratanlal Badhai,  
Forester (Beat Indirya),  
Forest Section Office,  
At/Po-Lachhipur, Dist-Sonepur  
Con. No. 915201030584

**COMPLAINANT**

**-Versus-**

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

**OPPOSITE PARTY**

**ORDER**

**(Dt.30.06.2025)**

**HISTORY OF THE CASE**

The Complainant is a LT-Dom. consumer with a CD of 2 KW. The complainant represented that he was given power supply connection since the year 2012 at his Govt. quarter at S. Patrapali, near Ullunda. As per transfer order of Govt. of Odisha dated 13<sup>th</sup> Jun. 2014, he was transferred to Chadeipank Beat and the above-said connection has transferred to the quarter at Chadeipank. Again, as per transfer order dated 24<sup>th</sup> Nov. 2016, he was transferred to Narayanpur under Sonepur jurisdiction. On dated 03<sup>rd</sup> Nov. 2016, he has shifted to Narayanpur and surrendered the quarter. But there is huge outstanding reflected against the connection. The complainant requested before the Forum to finalise the arrear outstanding against his incumbency period i.e. from the year 2012 to 03<sup>rd</sup> Nov. 2016.

The case was heard in detail.

**PROCEEDING OF HEARING DATED : 06.06.2025**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Ullunda section of B M Pur Sub-division. The consumer has submitted his grievances to finalise the arrear outstanding against his govt. quarter during his incumbency for the period 2012 to 03<sup>rd</sup> Nov. 2016.

**SUBMISSION OF OPPOSITE PARTY DURING HEARING**

The OP appeared before the Forum with relevant documents. On defence, he intimated that the consumer is a LT-Dom consumer availing power supply since Dec.-2012. Based on consumer

**CO-OPTED MEMBER**

**MEMBER (Fin.)**

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**PRESIDENT**

complaint, the OP has verified the premises at Chadeipank & S. Patrapali quarter and found that there is no meter available at the quarter premises. Due to meter defective, the consumer was billed on AVERAGE basis from Mar-Apr/2015 to Nov-Dec/2022, thereafter the monthly bill has been stopped.

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 2 KW. The consumer has availed power supply since 06<sup>th</sup> Dec. 2012 and total outstanding upto Dec.-2022 is ₹ 57,894.86p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer has availed power supply at his Govt. quarter at S. Patrapali under Ullunda on 06<sup>th</sup> Dec. 2012. As per transfer order of Govt. of Odisha dated 13<sup>th</sup> Jun. 2014, he was transferred from S. Patrapali to Chadeipank beat and the said connection was transferred to the quarter at Chadeipank. Again, as per transfer order of Govt. of Odisha dated 24<sup>th</sup> Nov. 2016, he was transferred from Chadeipank to Narayanpur under Sonapur range. He was relieved on 03<sup>rd</sup> Dec. 2016 and surrendered the quarter on the same day. The complainant represented for final bill against his incumbency period i.e. from 06<sup>th</sup> Dec. 2012 to 03<sup>rd</sup> Dec. 2016 so that he will make payment.

The OP submitted with field verification report that due to meter defective, average billing was done from Mar-Apr/2015 to Nov-Dec/2022 and thereafter the monthly bill has been stopped. During field verification, no meter was found neither at S. Patrapali quarter nor at Chadeipank quarter. Also, the connection was declared as GHOST consumer since 28<sup>th</sup> Feb. 2023.

2. The Forum analysed the documents submitted by both the parties along with billing ledger. Due to meter defective, the consumer was billed with average status from Mar-Apr/2015 to Nov-Dec/2022. During the course of hearing, the Forum directed the complainant to submit the quarter handover report which he must have submitted at the time of relieve i.e. on dated 03<sup>rd</sup> Dec. 2016 from Chadeipank to Narayanpur. The complainant fails to produce the said report and requested to allow some time to produce before the Forum. Considering his representation, the Forum allowed fifteen days time to submit the quarter handover report. Till date, neither the complainant submitted the said report nor any communication received from his end. Hence, the Forum presumed that the complainant has nothing to say in this regard and the matter is to be decided as per available documents.

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.

  
CO-OPTED MEMBER


  
MEMBER (Fin.)


  
PRESIDENT

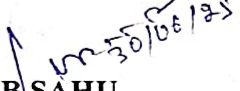


The petition of the complainant is hereby rejected and the complainant is liable to pay the arrear outstanding reflected against his consumer account. The Forum advised the OP to allow suitable installment on the arrear outstanding if the complainant desires and the complainant has to adhere the same.

Case is disposed off accordingly.

  
**K.S.PADHEE**  
CO-OPTED MEMBER

  
**P.K.SAHOO**  
MEMBER (Fin.)

  
**K.B.SAHU**  
PRESIDENT

Copy to: -

1. Sri Ratanlal Badhai, Forester (Beat Indirya), Forest Section Office, At/Po-Lachhipur, Dist-Sonepur-767068.
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 : [tpwesternodlsha.com](http://tpwesternodlsha.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."