



## 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/ 65<sup>th</sup>

Dated, the 29/01/2025

**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/31/2025																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																								
		Sri Narendra Bhoi, At-Ufla, Po-B.M.Pur, Dist-Sonepur		915202172071	7751816113																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, B.M.Pur		Division Sonepur Electrical Division, TPWODL, Sonepur																									
4	Date of Application	18.01.2025																											
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) –		
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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	18.01.2025																											
9	Date of Order	29.01.2025																											
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 B.M.Pur



**Appeared:**

**For the Complainant**

–Sri Narendra Bhoi

**For the Respondent**

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

**Complaint Case No. BGR/31/2025**

Sri Narendra Bhoi,  
At-Ufla,  
Po-B.M.Pur,  
Dist-Sonepur  
Con. No. 915202172071

-

**COMPLAINANT**

**-Versus-**

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

-

**OPPOSITE PARTY**

**ORDER**  
**(Dt.29.01.2025)**

**HISTORY OF THE CASE**

The Complainant is a LT-Dom. consumer availing a CD of 1 KW. He has disputed that though he has not availed power supply but monthly energy bills have been raised from Jul.-2016 and appealed before the Forum for withdrawal of bills as he is not availing power supply. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

**PROCEEDING OF HEARING DATED : 18.01.2025**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under B M Pur section of B M Pur Sub-division. The complainant represented that he was served with false bills from Jul-2016 to till date where he has not availed power supply. For that false bills, the arrear has been accumulated to ₹ 37,387.78p upto May-2024. 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 as per billing data, the consumer is a LT-Dom consumer availing power supply since Jul.-2016. The billing dispute raised by the complainant for the false billing from the initial date to till date needs field verification as the matter is quite old. For that, the OP asked for seven days time to submit the report.

**CO-OPTED MEMBER**

**MEMBER (Fin.)**

**PRESIDENT**



## **FINDINGS AND ANALYSIS OF THE FORUM**

The consumer is a LT-Dom. consumer with a CD of 1 KW. As per record, the consumer has availed power supply since 16<sup>th</sup> Jul. 2016 and the arrear outstanding upto May-2024 is ₹ 37,387.78p, thereafter the bill has been stopped. As complained by the complainant and submission of OP, it is observed by the Forum that,



1. As per billing record, power supply has been released on 16<sup>th</sup> Jul. 2016 whereas the consumer stated that he has not availed power supply till date. The OP submitted an inspection report dated 27<sup>th</sup> Jan. 2025 and certified that there is no power supply in the consumer premises till date. The report submitted by ESO-B M Pur dated 27<sup>th</sup> Jan. 2025 has been taken into record.

From the above report, it is observed by the Forum that power supply to the consumer has not been released where false bills has been generated. Hence, all bills raised from 16<sup>th</sup> Jul. 2016 is false billing and needs to be withdrawn.

2. On scrutiny of the documents, it is observed by the Forum that 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.

**The energy bills raised to the consumer from 16<sup>th</sup> Jul. 2016 to May-2024 must be withdrawn as there was no power supply to the consumer premises.**

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 Narendra Bhoi, At-Ufla, Po-B.M.Pur, Dist-Sonepur.
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](http://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."**