



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/ 461

Dated, the 25/06/2025

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/316/2025																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																								
		Sri Pabitra Kalta, At-Arda, Po-Ranisarda, Via-Loisingha, Dist-Bolangir		911001022401	9439155033																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Loisingha		Division Bolangir Electrical Division, TPWODL, Bolangir																									
4	Date of Application	05.06.2025																											
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) <u>155, 157</u></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) <u>155, 157</u>	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	19.06.2025																											
9	Date of Order	25.06.2025																											
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 Pabitra Kalta

For the Respondent - Sri Abanikanta Maharana, S.D.O (Elect.), Loisingha

Complaint Case No. BGR/316/2025

Sri Pabitra Kalta,
At-Arda, Po-Ranisarda,
Via-Loisingha, Dist-Bolangir
Con. No. 911001022401

-

COMPLAINANT

-Versus-

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

-

OPPOSITE PARTY

ORDER
(Dt.25.06.2025)

The consumer has appealed before the Forum at Loisingha Camp Court on 05th Jun. 2025 which has been registered as Case no. 316/2025. The complainant has raised his grievances that due to burnt of transformer he has not availed power supply from 21st Oct. 2021 to Jan.-2025 but the OP has raised bill during that period which needs to be revised.

Accordingly, hearing date was fixed on 19th Jun. 2025 and notice was served to both the parties to remain present with supportive documents on the said date.

HISTORY OF THE CASE

The Complaint petition filed by the consumer Shri Pabitra Kalta who is a LT-Irr. consumer availing a CD of 2.5 KW. He has disputed that due to burnt of transformer, he has not availed power supply from 21st Oct. 2021 to Jan.-2025. 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 : 19.06.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Loisingha section of Loisingha Sub-division. The consumer represented that he has not availed power supply from 21st Oct. 2021 to Jan.-2025 due to burnt of transformer but the OP has raised bill for that period. For such false billing, the arrear has been accumulated to ₹ 19,243.67p upto May-2025. The complainant raised dispute against the said bill and requested before the Forum for suitable revision of bill.

PREVIOUS COMPLAINS IF ANY :

Letter addressed to ESO-Loisingha dated 08th Nov. 2024.

CO-OPTED MEMBER

MEMBER (Fin.)
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PRESIDENT

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-Lift. Irr. consumer availing power supply since Feb.-2014. The billing dispute raised by the complainant for non-availing of power supply requires field verification for which seven days time may be allowed to make field verification.

Considering the above, the OP requested before the Forum to allow 7 days time to submit the physical verification report.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Irr. consumer with a CD of 2.5 KW. As per record, the consumer has availed power supply since 20th Feb. 2014 and total outstanding upto May-2025 is ₹ 19,243.67p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer represented that he has not availed power supply for period 21st Oct. 2021 to Jan.-2025 but bills have been raised regularly.
2. Against that, the OP was asked seven day time to verify the matter and will make field inspection. They were undertaken to submit a detailed report within 7 days before the Forum. The OP inspected the premises the premises on 17th Jun. 2025 and submitted the report on 19th Jun. 2025 vide ref. no. nil, dated 17th Jun. 2025 and certified that the consumer has not availed power supply for the period Oct-2021 to Jan.-2025 due to failure of transformer.
3. From the above report, it is clear that due to burnt of transformer, the consumer has not availed power supply from Oct-2021 to Jan.-2025 and hence the bill raised during this period needs revision.
4. The consumer has availed power supply without meter from the date of power supply and is in same status till date which violates Cl-97 (ii) of OERC Dist. Conditions of Supply) Code 2019 which is a gross negligence on the part of OP which should not be. The Forum has taken this as a **serious note** and warned the OP not to repeat such things in future.
5. On scrutiny of the documents, it is observed by the Forum that the bills raised during meter defective period needs bill revision under Cl-155 & 157 of OERC Distribution 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.

1. The energy bills raised to the consumer from 21st Oct. 2021 to Jan.-2025 is to be waived. Only MMFC is to be charged as per Cl-1 of the standard agreement executed by the petitioner with the opposite party.
2. A new upgraded technological meter must be installed immediately to ascertain actual consumption and proper billing.
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. Sri Pabitra Kalta, At-Arda, Po-Ranisarda, Via-Loisingha, Dist-Bolangir-767020.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Loisingha.
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."