



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/

446

Dated, the

19/06/2025

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/322/2025																											
2	Complainant/s	Name & Address Sri Bhimasen Sahu, For Sri Sarathi Sahu, At-Silatimunda, Po-Sargaj,, Via-Tarbha, Dist-Sonepur		Consumer No 915103111463	Contact No. 9337664931																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Sonepur		Division Sonepur Electrical Division, TPWODL, Sonepur																									
4	Date of Application	13.06.2025																											
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) 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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8	Date(s) of Hearing	13.06.2025																											
9	Date of Order	19.06.2025																											
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 Tarbha



Appeared:

For the Complainant -Sri Bhimasen Sahu
For the Respondent -Sri Bibekananda Dikshit, S.D.O (Elect.), Sonepur

Complaint Case No. BGR/322/2025

Sri Bhimasen Sahu,
For Sri Sarathi Sahu,
At-Silatimunda, Po-Sargaj,
Via-Tarbha, Dist-Sonepur
Con. No. 915103111463

-

COMPLAINANT

-Versus-

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

-

OPPOSITE PARTY

ORDER

(Dt.19.06.2025)

During Camp Court hearing at Tarbha Section office on 13th Jun. 2025, the representative of the consumer Shri Bhimsen Sahu was present & Shri Bibekananda Dikshit, SDO-Sonepur was present as opposite party.

HISTORY OF THE CASE

The Complaint petition filed by the representative of the consumer Shri Bhimsen Sahu who is a LT-Dom. consumer availing a CD of 0.14 KW. He has disputed about the imposition of monthly minimum fixed charges from Nov-2024 to Mar-2025 and requested for bill revision. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 13.06.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Tarbha section of Sonepur Sub-division. The complainant represented that an inflated monthly minimum fixed charges has been charged in the billing from Nov-2024 to Mar-2025 which needs bill revision 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 Jan.-2018. The billing dispute raised by the complainant for the imposition of monthly minimum fixed charges (MMFC) from Nov-2024 to Mar-2025 is a genuine dispute. During punching of meter reading by the concerned meter reader, he has punched MD (KW) as 106 in stead of 1.06 which has been re-setted in Apr-2025 as per OERC Regulation Code 2019. After receipt of complaint, the OP has revised the bill in Feb-2025 and withdrawn ₹ 8,160/- in the bill of Feb.-2025. So, as the bill has already been revised, there is no further bill revision required.

CO-OPTED MEMBER

MEMBER (Fin.)

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PRESIDENT

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

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 0.14 KW. The consumer has availed power supply since 01st Jan. 2018 and total outstanding upto May-2025 is ₹ 3,336.92p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer has disputed about the imposition of monthly minimum fixed charges (MMFC) for the period Nov-2024 to Mar-2025. On the other hand, the OP admitted the dispute raised by the complainant and submitted that the bill has already been revised in the month of Feb-2025 and withdrawn ₹ 8,160/- in Feb-2025 billing.
2. The Forum has gone through the documents submitted by both the parties & verified with FG billing data. As per FG meter reading data, the KW of the consumer is,

MONTH	CD	KW RECORDED	KW BILLED	KW TO BE BILLED
Nov-24	0.14	106	106	2
Dec-24	0.14	0.11	106	2
Jan-25	0.14	1.05	106	2
Feb-25	0.14	1	106	2
Mar-25	0.14	1.28	106	2

3. Hence, the MMFC raised from Nov.-2024 to Mar.-2025 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.

1. The MMFC raised to the consumer from Nov.-2024 to Mar.-2025 is to be revised considering the MD (KW) as 2 KW under CI-155 & 157 of OERC Distribution Code 2019.
2. DPS is to be levied as per OERC Regulation.
3. 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.PADHIE
CO-OPTED MEMBER

P.K.SAHOO
MEMBER (Fin.)

K.B.SAHU
PRESIDENT

Copy to: -

1. Sri Bhimasen Sahu, at-Silatimunda, Po-Sargaj, Via-Tarbha, Dist-Sonepur-767016.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Sonepur.
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."