



## 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/

481/5

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/325/2025																											
2	Complainant/s	Name & Address Smt. Sanjukta Purohit, For Sri Rajendra Purohit, At/Po-Julunda, Via-Binka, Dist-Sonepur		Consumer No 915304081432	Contact No. 9348895074																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Binka		Division Sonepur Electrical Division, TPWODL, Sonepur																									
4	Date of Application	17.06.2025																											
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 &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	17.06.2025																											
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: Camp Court at Binka

**Appeared:**

For the Complainant -Smt. Sanjukta Purohit  
For the Respondent -Sri Udaya Sankar Patjoshi, S.D.O (Elect.), Binka

**Complaint Case No. BGR/325/2025**

Smt. Sanjukta Purohit,  
For Sri Rajendra Purohit,  
At/Po-Julunda, Via-Binka,  
Dist-Sonepur  
Con. No. 915304081432

- COMPLAINANT

-Versus-

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

- OPPOSITE PARTY

**ORDER**

**(Dt.30.06.2025)**

**HISTORY OF THE CASE**

The Complaint petition filed by the representative of the consumer Smt. Sanjukta Purohit who is a LT-Dom. consumer availing a CD of 0.14 KW. She has disputed that power supply to his domestic premises was under disconnection prior to the year 2022 but energy bills have been raised regularly. She has appealed before the Forum for withdrawal of bills during no power supply period. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

**PROCEEDING OF HEARING DATED : 17.06.2025**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Mahadevpali section of Binka Sub-division. The complainant represented that she has been served with false bills till 2022 where she has not availed power supply. For that false bills, the arrear has been accumulated to ₹ 13,005.44p upto May-2025. 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 the consumer is a LT-Domestic consumer availing power supply since Nov.-2012. Initially, the consumer has availed power supply under KTJ tariff category which is subsequently recategorized under DOM tariff since Oct-2021. The billing dispute raised by the complainant for the false billing about no power supply period 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 day time to submit the physical verification report.

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT



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

The consumer is a LT-Dom. consumer with a CD of 0.14 KW. As per record, the consumer has availed power supply since 21<sup>st</sup> Nov. 2012 under KTJ tariff which is subsequently recategorized under DOM tariff w.e.f. Oct-2021 and total outstanding upto May-2025 is ₹ 13,005.44p. As complained by the complainant and submission of OP, it is observed by the Forum that,

As per billing data, power supply to the consumer has been given on 21<sup>st</sup> Nov. 2012 under KTJ tariff category. Subsequently the consumer is being billed under DOM tariff category w.e.f. Oct-2021. The consumer has disputed that power supply to his premises was under disconnection till the year 2022. Against that, the OP 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 on 29<sup>th</sup> Jun. 2025 and submitted the report before the Forum on the same day and certified that power supply to the consumer was under disconnection from Jun-2013 to May-2016. The inspection report dated 29<sup>th</sup> Jun. 2025 submitted by SDO-Binka has been taken into record.

From the above, it is clear evident that power supply to the consumer was under disconnection from Jun-2013 to May-2016. It is observed that during the disconnection period that the consumer was under KTJ tariff and as per prevailing tariff fixed by Hon'ble OERC from time to time, the consumer is being billed under Single part tariff as Fixed Monthly Charge (Rs. / month). Accordingly, the consumer was billed under Regulation 84 of OERC Regulation (Conditions of Supply) Code 2004. Regulation-84 of OERC Regulation (Conditions of Supply) Code 2004 is,

***"Every consumer during continuance of agreement under Regulation-15, shall be liable to pay minimum monthly charges even if no electricity is consumed for any reason whatsoever or supply has been disconnected due to default of the consumer."***

Hence, as the consumer is covered under single part tariff, he has to pay the minimum monthly charges and the OP has been billed with minimum monthly charges during power supply disconnection period.

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.

**As the consumer has been billed with minimum monthly charges during power supply disconnection period, the petition of the consumer is hereby rejected. The complainant is hereby directed to clear the outstanding electricity dues within prescribed time period as allowed by Hon'ble OERC.**

Case is disposed off accordingly.

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

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

**K.B.SAHU**  
**PRESIDENT**

Copy to: -

1. Smt. Sanjukta Purohit, C/o-Sri Rajendra Purohit, At/Po-Julunda, Via-Binka, Dist-Sonepur-767019.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Binka.
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 → 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."**