



## 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/

487

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/344/2025																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																								
		Sri Babulal Bagarty, For Smt. Basanti Bagarty, At-Dhunkeda, Po-Deng, Via-Saintala, Dist-Bolangir		912421112355	9668149307																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Saintala		Division Titilagarh Electrical Division, TPWODL, Titilagarh																									
4	Date of Application	18.06.2025																											
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) –		
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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, 53, 54</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, 53, 54	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	18.06.2025																											
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 Saintala

**Appeared:**

For the Complainant -Sri Babulal Bagarty  
For the Respondent -Sri Rakesh Ku. Mishra, Jr. Accountant (Representative)

**Complaint Case No. BGR/344/2025**

Sri Babulal Bagarty,  
For Smt. Basanti Bagarty,  
At-Dhunkeda, Po-Deng,  
Via-Saintala, Dist-Bolangir  
Con. No. 912421112355

**COMPLAINANT**

**-Versus-**

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

**OPPOSITE PARTY**

**ORDER**  
**(Dt.30.06.2025)**

During Camp Court hearing at Saintala on 18<sup>th</sup> Jun. 2025, the representative of the consumer Shri Babulal Bagarty was present & Shri Rakesh Kumar Mishra, Jr. Accountant, Saintala Sub-division was present on behalf of opposite party.

**HISTORY OF THE CASE**

The Complaint petition filed by the representative of the consumer Shri Babulal Bagarty who is a LT-Dom. consumer availing a CD of 1 KW. He has disputed about the additional bill of ₹ 4,274.53p raised in the bill of Oct.-2023 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 : 18.06.2025**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Saintala section of Saintala Sub-division. The complainant represented that an additional bill of ₹ 4,274.53p has been debited in the bill of Oct.-2023 illegally which needs to be withdrawn 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 Jun.-2018. The billing dispute raised by the complainant for the additional bill of ₹ 4,274.53p has been raised in Oct-2023 is a genuine dispute. As the matter is quite old, seven days time is required for detailed verification and submit of report.

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MEMBER (Fin.)  
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Considering this, seven days time has been allowed to submit a detailed report with written version.

The OP has submitted a written version on dated 23<sup>rd</sup> Jun. 2025 vide ref. no. 101 where he has mentioned that a sum of ₹ 4,274.53p was added as interest on security deposit for the year 2022-23. The report of SDO-Saintala has been taken into record.

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

The consumer is a LT-Dom. consumer with a CD of 1 KW. The consumer has availed power supply since 15<sup>th</sup> Jun. 2018 and total outstanding upto May-2025 is ₹ 10,161.29p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. As represented by the consumer, an additional bill of ₹ 4,274.53p has been added in the bill of Oct.-2023 illegally which needs to be withdrawn.

The OP submitted with relevant record that the said amount of ₹ 4,274.53 was added as interest on security deposit for the year 2022-23.

2. The Forum has gone through the documents submitted by both the parties with billing ledger. The Forum observed that the version submitted by the OP is not explanatory and feels that the OP has not taken care properly while submitting the written version before the Forum. The OP submitted that for the FY 2022-23, a sum of ₹ 4,274.53p was added as interest on security deposit. In this regard, CI-57 (iii) of OERC Distribution (Conditions of Supply) Code 2019 is self-explanatory, *"The interest accruing to the credit of the consumer shall be adjusted annually in the amounts outstanding from the consumer to the licensee/supplier as on 1st May of every year and the amounts becoming due from the consumer to the licensee/supplier immediately thereafter."*

In the above case, as the disputed amount has been added in the bill, this is not an interest on security deposit. Also, from the billing ledger, it is found that the existing security deposit of the consumer is nil, hence interest on security deposit does not arise.

From the billing ledger, it is found that though the consumer has availed power supply since 15<sup>th</sup> Jun. 2018 but the first bill has been generated in Mar-2022 with provisional basis of 3398 units amounting to ₹ 14,266.35p. In the subsequent month i.e. actual bill has been generated with CMR : 100 and auto-adjusted the provisional bill of Mar-2022. In this instant case, the licensee has exercised CI-53 of OERC Distribution (Conditions of Supply) Code 2019 which is narrated below,

*"Subject to the restrictions of the periods of two months as specified in Regulation 52(i), the adequacy of the amount of security deposit calculated in respect of consumers shall be reviewed by the Licensee/supplier generally once in every year (preferably after revision of tariff for the respective year) based on the average consumption for the period representing 12 (twelve) months from April to March of the previous year."*

In reference to the monthly bill of May-2022 (served in Jun.-2022), it is noticed that the licensee has served an Additional Security deposit (ASD) notice of ₹ 41,275.20p with a time period of deposit within thirty days. The Forum does not understand how the licensee has been arrived with this amount of ₹ 41,275.20p where the month

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total consumption from the date of power supply to Apr-2022 is only 100 units. Hence, it is confirmed that there is some calculation error is there for which ASD calculation is wrong. Later on, the licensee has not rectified this for which surcharge interest on belated payment of ASD has been claimed under CI-56 of OERC Distribution (Conditions of Supply) Code 2019. The licensee has reviewed the security deposit status in May-2023 and calculated DPS on unpaid ASD of ₹ 4,274.53p. The said DPS on ASD must be reflected in the bill of May-2023 (served in Jun-2023) but the licensee has reflected the same in Oct-2023 which violates CI-57 (iii) of OERC Distribution (Conditions of Supply) Code 2019.

In the present case, the licensee has not properly reviewed the security deposit status of the consumer during FY 2021-22 for which an erroneous and inflated amount of ₹ 41,257.20p has been raised. Hence, the DPS on ASD claimed by the licensee of ₹ 4,274.53p does not hold good.

3. The complainant has not paid the monthly bill regularly for which the total has been accumulated to ₹ 10,161.29p upto May-2025.

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 surcharge interest on additional security deposit of ₹ 4,274.53p claimed by the OP in the bill of Oct-2023 does not hold good and must be withdrawn. The OP is directed to revise the bill and must be reflected in the next bill. Also, the OP is directed examine the security status of the consumer and issue demand notice for deposit of additional security deposit as per CI-53 & 54 of OERC Dist. (Conditions of Supply) Code, 2019 and the complainant is liable to pay the same.

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 Babulal Bagarty, At-Dhunkeda, Po-Deng, Via-Saintala, Dist-Bolangir-767032.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Saintala.
3. DFM/ AFM/ JFM, Titilagarh Electrical Division, TPWODL, Titilagarh.
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."