



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/ 501/51

Dated, the 11/07/2025

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/359/2025																										
2	Complainant/s	Name & Address	Consumer No	Contact No.																								
		Sri Kartika Seth, At-Barpita, Po-Barapudugia, Via-Chudapali, Dist-Bolangir	911211023188	8144970799																								
3	Respondent/s	Name S.D.O (Elect.), No. II, TPWODL, Bolangir	Division Bolangir Electrical Division, TPWODL, Bolangir																									
4	Date of Application	03.07.2025																										
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	03.07.2025																										
9	Date of Order	11.07.2025																										
10	Order in favour of	Complainant	√	Respondent																								
11	Details of Compensation awarded, if any.	Nil																										

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

Place of Hearing: Camp Court at Chudapali

Appeared:

For the Complainant -Sri Kartika Seth
For the Respondent -Sri Sunil Kumar Swain, S.D.O (Elect.), No. II, Bolangir

Complaint Case No. BGR/359/2025

Sri Kartika Seth,
At-Barpita, Po-Barapudugia,
Via-Chudapali, Dist-Bolangir
Con. No. 911211023188

- COMPLAINANT

-Versus-

Sub-Divisional Officer,
Electrical Sub-Division, No. II,
TPWODL, Bolangir

- OPPOSITE PARTY

ORDER
(Dt.11.07.2025)

HISTORY OF THE CASE

The Complaint petition filed by the consumer Shri Karttik Seth who is a LT-Dom. consumer availing a CD of 0.5 KW. He has disputed about the additional bill of ₹ 15,232.09p raised in the bill of May-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 : 03.07.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Chudapali section of Sub-division, No. II, Bolangir. The complainant represented that an additional bill of ₹ 15,232.09p has been debited in the bill of May-2025 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 Oct.-2018. The billing dispute raised by the complainant for the additional bill of ₹ 15,232.09p has been raised in May-2025 bill (for the period 16th Oct. 2022 to 23rd Jul. 2024) in obedience to CI-155 of OERC Dist. (Conditions of Supply) Code 2019. In reality, power supply to the consumer was under disconnection from 17th Mar. 2023 to 20th Jul. 2024 and power supply has been restored on 21st Jul. 2024 after payment of reconnection fees. Hence, the additional bill raised in May-2025 needs re-consideration as power supply was under disconnection during that period.

CO-OPTED MEMBER

MEMBER (Fin.)

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PRESIDENT

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

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 0.5 KW. The consumer has availed power supply since 14th Oct. 2018 and total outstanding upto May-2025 is ₹ 15,744.45p. 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 ₹ 15,232.09p has been added in the bill of May-2025 which needs to be withdrawn.

The OP submitted by OP with relevant record that, power supply to the consumer was under disconnection from 17th Mar. 2023 to 20th Jul. 2024. Power supply to the consumer has been reconnected on 21st Jul. 2024 after payment of reconnection charges. Considering this, the upward assessment calculation period i.e. 16th Oct. 2022 to 23rd Jul. 2024 may be recalculated.

2. The Forum has gone through the documents submitted by both the parties alongwith billing ledger. The OP certified that power supply to the consumer has been disconnected from 17th Mar. 2023 to 20th Jul. 2024. Also, a bill revision has been done for the period Jun-2019 to Mar.-2023 by recasting with IMR : 283 (Jun-2019) & FMR : 3902 (Mar.-2023). As power supply was under disconnection, there is no genuineness to make additional bill for that period. Hence, the Forum is of the view that the additional billing calculation period needs to be reviewed considering the earlier bill revision period and disconnection period. The following observations has been found during analysis of facts,
 - A) Bill revision has been done by the licensee for the period Jun-2019 to Mar-2023 with IMR : 283 & CMR : 3902. Hence, it is confirmed that the said meter was in running condition till Mar.-2023.
 - B) The OP certified that power supply to the consumer ws under disconnection from 17th Mar. 2023 to 20th Jul. 2024. Power supply has been restored on 21st Jul. 2024 with payment of RC fees and subsequently a new meter has been installed on 23rd Jul. 2024 with meter no. TWSP51132024. Hence, there is no base to raise additional bill during power supply disconnection period.
3. Considering the above facts, the Forum is of the opinion that the additional bill raised in May-2025 of ₹ 15,232.09p for the period 16th Oct. 2022 to 23rd Jul. 2024 has no base and needs to be withdrawn.

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 additional bill of ₹ 15,232.09p raised in May-2025 has no base as the OP has already revised the bill from Jun-2019 to Mar-2023 with actual meter reading and subsequently power supply was under disconnection till 20th Jul. 2024. Hence, the Forum directed the OP to withdraw the additional bill of ₹ 15,232.09p raised in the bill of May-2025 and must be reflected in next monthly bill.

CO-OPTED MEMBER


MEMBER (Fin.)

PRESIDENT

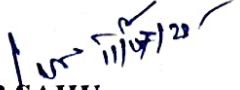


Case is disposed off accordingly.

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 Kartika Seth, At-Barpita, Po-Barapudugia, Via-Chudapali, Dist-Bolangir-767024.
2. Sub-Divisional Officer, Electrical Sub-Division, No. II, TPWODL, Bolangir.
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."