



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/ 571

Dated, the 31/07/2025

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/370/2025																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																								
		Sri Chhayakanta Nag, At-Atasingha, Po-Bairasar, Via-Tarbha, Dist-Sonepur		915102033200	9668291877																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Sonepur		Division Sonepur Electrical Division, TPWODL, Sonepur																									
4	Date of Application	15.07.2025																											
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)</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																		
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8	Date(s) of Hearing	15.07.2025																											
9	Date of Order	31.07.2025																											
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 Khari



Appeared:

For the Complainant
For the Respondent

–Sri Chhayakanta Nag
–Sri Bibekananda Dikshit, S.D.O (Elect.), Sonepur

Complaint Case No. BGR/370/2025

Sri Chhayakanta Nag,
At-Atasingha, Po-Bairasar,
Via-Tarbha, Dist-Sonepur
Con. No. 915102033200

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER

(Dt.31.07.2025)

HISTORY OF THE CASE

The Complaint petition filed by the consumer Shri Chakanta Nag who is a LT-Dom. consumer availing a CD of 1 KW. He has disputed that though he has availed power supply during 2022-23 but energy bills have been raised since Mar.-2019 and 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 : 15.07.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Khari section of Sonepur Sub-division. The complainant represented that he has been served with false bills from Mar-2019 to Dec-2023 where he has not availed power supply. For that false bills, the arrear has been accumulated to ₹ 32,270.67p upto Jun.-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 Mar.-2019. 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.)

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PRESIDENT

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 1 KW. As per record, the consumer has availed power supply since 13th Mar. 2019 and total outstanding upto Jun.-2025 is ₹ 32,270.67p. 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 released on 13th Mar. 2019 but the consumer disputed that power supply to his premises has been released during 2022-23. 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 30th Jul. 2025 and submitted the report before the Forum on the same day and certified that the consumer has availed power supply since the year 2019. Also, there is another connection having cons. no. 9151-0203-0340 and availed power supply since 11th Dec. 2008 with a CD of 1 KW. The inspection report dated 30th Jul. 2025 submitted by ESO-Khari has been taken into record.

From the above, it is clear evident that power supply has been given to the consumer on 13th Mar. 2019.

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 consumer has availed power supply since 13th Mar. 2019. Hence, the complaint of the complainant regarding availing of power supply in the year 2022-23 has no base and hereby rejected. The Forum advised the OP to allow suitable installment on the additional bill to the complainant if the complainant desires and the complainant has to adhere the same.

Case is disposed off accordingly.



K.S.PADHEE
CO-OPTED MEMBER

P.K.SAHOO
MEMBER (Fin.)

K.B.SAHU
PRESIDENT

Copy to: -

1. Sri Chhayakanta Nag, At-Atasingha, Po-Bairasar, Via-Tarbha, Dist-Sonepur-767016.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Sonepur.
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:Bhoingar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."