



## 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/ 538

Dated, the 29/07/2025

**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/377/2025																										
2	Complainant/s	Name & Address Sri Ashok Kumar Sahu, At/Po-Sindhekela, Dist-Bolangir	Consumer No 912134010027	Contact No. 9668987252																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Titilagarh	Division Titilagarh Electrical Division, TPWODL, Titilagarh																									
4	Date of Application	16.07.2025																										
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 &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</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	16.07.2025																										
9	Date of Order	29.07.2025																										
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 Sindhekela



**Appeared:**

**For the Complainant** -Sri Ashok Kumar Sahu  
**For the Respondent** -Sri Kailash Chandra Swain, DM (F&C) (Representative)

**Complaint Case No. BGR/377/2025**

Sri Ashok Kumar Sahu,  
At/Po-Sindhekela,  
Dist-Bolangir  
Con. No. 912134010027

- **COMPLAINANT**

**-Versus-**

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

- **OPPOSITE PARTY**

**ORDER**  
**(Dt.29.07.2025)**

During Camp Court hearing at Sindhekela Section Office on 16<sup>th</sup> Jul. 2025, the consumer Shri Ashok Kumar Sahu was present & Shri Kailash Chandra Swain, Dy. Manager (Fin. & Com.), Titilagarh division was present on behalf of SDO-Titilagarh as opposite party.

**HISTORY OF THE CASE**

The Complaint petition filed by the consumer Shri Ashok Kumar Sahu who is a LT-Dom. consumer availing a CD of 1.5 KW. He has disputed that power supply to his premises was under disconnection since 17<sup>th</sup> Jan. 2022 but energy bills have been raised regularly and appealed before the Forum for withdrawal of bills during power supply disconnection period. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

**PROCEEDING OF HEARING DATED : 16.07.2025**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Sindhekela section of Titilagarh Sub-division. The complainant represented that he has been served with false bills from Feb.-2022 to till date where he has not availed power supply. For that false bills, the arrear has been accumulated to ₹ 1,441.80p upto Jul.-2022. 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 Aug-2005. 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.

**CO-OPTED MEMBER**

**MEMBER (Fin.)**

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**PRESIDENT**



Considering the above, the OP requested before the Forum to allow 7 day time to submit the physical verification report.

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

The consumer is a LT-Dom. consumer with a CD of 1.5 KW. As per record, the consumer has availed power supply since 02<sup>nd</sup> Aug. 2005 and total outstanding upto Jul.-2022 is ₹ 1,441.80p, thereafter no bill has been generated. As complained by the complainant and submission of OP, it is observed by the Forum that,

The consumer represented that power supply to his premises has been disconnected since 17<sup>th</sup> Jan. 2022 and till date it is under disconnection status. Against that, the OP was asked seven day time to verify the matter and will make field inspection. They have undertaken to submit a detailed report within 7 days before the Forum. The OP inspected the premises the premises on 22<sup>nd</sup> Jul. 2025 and submitted the report before the Forum on 25<sup>th</sup> Jul. 2025 and certified that the consumer has availed power supply upto 19<sup>th</sup> Dec. 2022 and thereafter power supply has been disconnected. The inspection report dated 22<sup>nd</sup> Jul. 2025 submitted by ESO-Sindhekela has been taken into record.

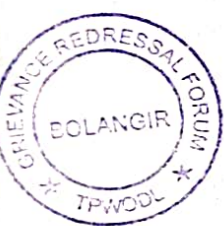
From the above, it is clearly evident that power supply to the consumer premises has been disconnected since 19<sup>th</sup> Dec. 2022.

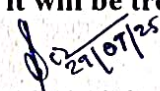
In view of above facts and circumstances and after going through the documents submitted by both the parties, the Forum pronounces the following order as per regulations of the OERC Distribution (Conditions of Supply) Code 2019.

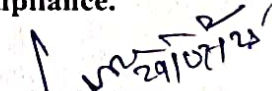
1. The consumer must be tagged under PDC category under CI-49 (vi) of OERC Distribution (Conditions of Supply) Code 2019.
2. A final bill should be raised upto 19<sup>th</sup> Dec. 2022 alongwith MMFC with other statutory charges upto Feb.-2023 and served to the consumer for making payment.
3. DPS is to be levied as per OERC Regulation.
4. 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.PADHEE**  
CO-OPTED MEMBER

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

  
**K.B.SAHU**  
PRESIDENT

Copy to: -

1. Sri Ashok Kumar Sahu, At/Po-Sindhekela, Dist-Bolangir-767035.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Titilagarh.
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](http://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."**