



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/ 539

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/378/2025																											
2	Complainant/s	Name & Address Sri Jayanta Kumar Padhi, For Smt. Mamata Padhi, At-Maharpada, Po-Titilagarh, Dist-Bolangir		Consumer No 912121180611	Contact No. 8637232885																								
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 & 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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6. Others																													
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
For the Respondent

–Sri Jayanta Kumar Padhi
–Sri Kailash Chandra Swain, DM (F&C) (Representative)

Complaint Case No. BGR/378/2025

Sri Jayanta Kumar Padhi,
For Smt. Mamata Padhi,
At-Maharpada, Po-Titilagarh,
Dist-Bolangir
Con. No. 912121180611

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 16th Jul. 2025, the representative of the consumer Shri Jayant Kumar Padhi was present & Shri Kalilash Chandra Swain, Dy. Manager (Fin. & Com.) was present as opposite party.

HISTORY OF THE CASE

The Complaint petition filed by the representative of the consumer Shri Jayant Kumar Padhi who is a LT-Dom. consumer availing a CD of 3.5 KW. He has disputed about the additional bill of ₹ 12,630.37p raised in the bill of Mar.-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 : 16.07.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under ESO-I section of Titilagarh Sub-division. The complainant represented that an additional bill of ₹ 12,630.37p has been debited in the bill of Mar.-2025 illegally as his house was closed during that period. He also stated that he is a Govt. servant and he was transferred to Special Branch, Bhubaneswar as per letter of SP, Special Branch, Bhubaneswar vide letter no. 989, dated 07th Jul. 2023, thereafter he has joined at Special Branch, Titilagarh on 27th Jun. 2024. Hence, the additional bill raised in Mar.-2025 is to be withdrawn and requested before the Forum for revision of bill.

CO-OPTED MEMBER

MEMBER (Fin.)
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PRESIDENT

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 Jan.-2006. The billing dispute raised by the complainant for the additional bill of ₹ 12,630.37p has been raised in Mar-2025 bill in obedience to CI-155 of OERC Dist. (Conditions of Supply) Code 2019 which is liable to pay by the consumer. The reason of additional bill due to average / provisional billing made from 18th Aug. 2023 to 07th Mar. 2024. On 08th Mar. 2024, the defective meter has been replaced with a new meter having meter no. TWSP51094602. After meter replacement, the monthly bills have generated on actual basis. The billing dispute raised by the complainant about House Lock from Jul-2023 to Jun.-2024 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.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 3.5 KW. The consumer has availed power supply since 21st Jan. 2006 and total outstanding upto Jun.-2025 is ₹ 22,874.98p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. As represented by the consumer, his domestic premises was under "House Lock" from Jul.-2023 to Jun.-2024 as he was transferred to Special Branch, Bhubaneswar and he has submitted the transfer order of Superintendent of Police, Special Branch, Bhubaneswar vide letter no. 989, dated 07.07.2023. But, the OP has raised an additional bill of ₹ 12,630.37p for provisional billing and added in the bill of Mar.-2025 which needs to be withdrawn.

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 24th Jul. 2025 and submitted the report before the Forum on 25th Jul. 2025 and certified that the premises was under House Lock for the period Aug-2023 to Mar-2024. The inspection report dated 24th Jul. 2025 submitted by SDO-Titilagarh has been taken into record.

The Forum analysed the documents submitted by both the parties. The consumer was billed with "PROVISIONAL" status from 18th Aug. 2023 to 07th Mar. 2024. The siad meter has been replaced on 08th Mar. 2024 with meter no. TWSP51094602. Thereafter, actual billing has been done. In the said case, the OP has exercised CI-155 of OERC Dist. (Conditions of Supply) Code 2019 and raised an additional bill of ₹ 12,630.37p in the bill of Mar-2025 for the period 18th Aug. 2023 to 07th Mar. 2024. As per consumer representation & further field verification of OP, it is found that the premises of the consumer was locked from Aug-2023 to Mar-2024, resulting no electricity consumption. Hence, the Forum is of the opinion that there is no justification of raising additional bill for the period 18th Aug. 2023 to 07th Mar. 2024 when the premises was locked.



CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT



2. The complainant has not paid the monthly bill regularly for which the total has been accumulated to ₹ 22,874.98p upto Jun.-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.

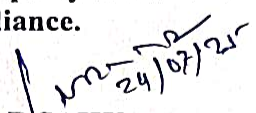
The additional bill of ₹ 12,630.37p raised in the bill of Mar.-2025 is to be withdrawn as the house was locked and there is no consumption of electricity.

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 Jayanta Kumar Padhi, At-Maharpada, Po-Titilagarh, Dist-Bolangir-767033.
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 → 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."