



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/ 588

Dated, the 14/08/2025

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/391/2025																											
2	Complainant/s	Name & Address Sri Sashank Mittal, For Sri S.K.Agrawal, At/Po-Kantabanji, Dist-Bolangir		Consumer No 912211110228	Contact No. 9040750999																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Kantabanji		Division Titilagarh Electrical Division, TPWODL, Titilagarh																									
4	Date of Application	23.07.2025																											
5	In the matter of-	<table border="1"><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 border="1"><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	23.07.2025																											
9	Date of Order	14.08.2025																											
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 Bangomunda



Appeared:

For the Complainant
For the Respondent

–Sri Sashank Mittal
–Sri Sanjay Tirkey, S.D.O (Elect.), Kantabanji

Complaint Case No. BGR/391/2025

Sri Sashank Mittal,
For Sri S.K.Agrawal,
At/Po-Kantabanji, Dist-Bolangir
Con. No. 912211110228

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER

(Dt.14.08.2025)

During Camp Court hearing at Bangomunda on 23rd Jul. 2025, the rep. of the consumer Shri Sashank Mittal was present & Shri Sanjay Tirkey, SDO-Kantabanji was present as opposite party.

HISTORY OF THE CASE

The Complaint petition filed by the representative of the consumer Shri Sashank Mittal who is a LT-GPS. consumer availing a CD of 1.5 KW. He has disputed that his commercial premises was completely closed for the period Mar-2020 to Dec-2021 due to pandemic Covid-19 but average bills were raised during that period for which the arrear outstanding has been accumulated. The complainant appealed before the Forum for withdrawal of bills during the above-said period. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 23.07.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Kantabanji section of Kantabanji Sub-division. The complainant represented that his commercial premises was closed for the period Mar-2020 to Dec-2021 due to pandemic Covid-19 but during that period the OP has raised average bill till Dec-2021. For that average bills, the arrear outstanding has been accumulated to ₹ 50,494.46p 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-GPS consumer availing power supply since Apr.-2000. The billing dispute raised by the complainant for the average billing period during pandemic Covid-19 requires field verification for which seven days time may be allowed.

CO-OPTED MEMBER

MEMBER (Fin.)

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PRESIDENT

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

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-GPS. consumer with a CD of 1.5 KW. As per record, the consumer has availed power supply since 15th Apr. 2000 and total outstanding upto Jun.-2025 is ₹ 50,494.46p. As complained by the complainant and submission of OP, it is observed by the Forum that,

The complainant disputed that during pandemic Covid-19, his shop was completely closed from Mar-2020 to Dec-2021. During that period, the OP has billed on average basis till Dec-2021 for which the arrear outstanding has been accumulated to ₹ 50,494.46p upto Jun-2025. 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 on 31st Jul. 2025 and submitted the report before the Forum on 13th Aug. 2025 and certified that the shop of the consumer was closed in Covid-19 for the period Apr-2020 to Mar-2021. The inspection report dated 31st Jul. 2025 submitted by SDO-Kantabanji has been taken into record.

From the above, it is clear evident that due to pandemic Covid-19, the consumer has not availed power supply for the period Apr-2020 to Mar-2021. Hence, the bills raised during no supply period needs bill revision as per OERC Regulation (Conditions of Supply) Code 2019 to redress the consumer grievances.

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 energy bills raised to the consumer from Apr-2020 to Mar-2021 must be withdrawn as the consumer has not availed power supply to his premises during COVID-19. Only MMFC and other statutory charges to be levied as per OERC Regulation.
2. DPS is to be levied as per OERC Regulation.
3. 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 Sashank Mittal, At/Po-Kantabanji, Dist-Bolangir-767039.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Kantabanji.
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."