



## 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/ 92<sup>CS</sup>

Dated, the 07/02/2025

**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/40/2025																																											
2	Complainant/s	Name & Address Sri Suresh Kumar Patel, For Sri Dhobai Patel, At/Po-Ulba, Via-P.Rampur, Dist-Bolangir		Consumer No 912001031400	Contact No. 6371357402																																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Patnagarh		Division Titilagarh Electrical Division, TPWODL, Titilagarh																																									
4	Date of Application	21.01.2025																																											
5	In the matter of-	<table><tr><td>1. Agreement/Termination</td><td></td><td>2. Billing Disputes</td><td></td><td>✓</td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td></td><td>4. Contract Demand / Connected Load</td><td></td><td></td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td></td><td>6. Installation of Equipment &amp; apparatus of Consumer</td><td></td><td></td></tr><tr><td>7. Interruptions</td><td></td><td>8. Metering</td><td></td><td></td></tr><tr><td>9. New Connection</td><td></td><td>10. Quality of Supply &amp; GSOP</td><td></td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td></td><td>12. Shifting of Service Connection &amp; equipments</td><td></td><td></td></tr><tr><td>13. Transfer of Consumer Ownership</td><td></td><td>14. Voltage Fluctuations</td><td></td><td></td></tr><tr><td colspan="5">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	05.02.2025																																											
9	Date of Order	07.02.2025																																											
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: GRF, Bolangir



**Appeared:**

For the Complainant

– ABSENT

For the Respondent

– Sri Smarak Panigrahi, Accountant (Auth. Representative)

**Complaint Case No. BGR/40/2025**

Sri Suresh Kumar Patel,  
For Sri Dhobai Patel,  
At/Po-Ulba,  
Via-P.Rampur,  
Dist-Bolangir  
Con. No. 912001031400

**COMPLAINANT**

**-Versus-**

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

**OPPOSITE PARTY**

**ORDER**

**(Dt.07.02.2025)**

**HISTORY OF THE CASE**

The Complainant is a LT-Irr. consumer availing a CD of 2.5 KW. He has disputed the energy bill raised during power supply disconnection period due to burnt of cable from Sep.-2022 to Aug.-2023. He was submitted his grievances for revision of bill. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

**PROCEEDING OF HEARING DATED : 05.02.2025**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Patnagarh Sub-division of Titilagarh division. The consumer represented that there was no power supply to their irrigation point due to burnt of cable and under disconnection from Sep-2022 to Aug-2023 but false bills were raised during that period for which the arrear has been accumulated to ₹ 3,460.34p upto Dec.-2024. The complainant raised dispute against the said bill and requested before the Forum for suitable revision of bill.

**SUBMISSION OF OPPOSITE PARTY DURING HEARING**

The OP appeared before the Forum with relevant documents. On defence, he intimated that the consumer is a LT-Lift. Irr. consumer availing power supply since Jun.-2013. The billing dispute raised by the complainant for the energy billing from Sep-2022 to Aug-2023 requires field inspection for which 7 days time is required.

Considering the above, the OP requested before the Forum to allow 7 days 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 was appealed before the Forum at Bhainsa Camp court on 21<sup>st</sup> Jan. 2025 which has registered as Case no.: 40/2025. Accordingly, notice was issued to both parties to remain present on hearing date i.e. 05<sup>th</sup> Feb. 2025.

As per billing ledger, the consumer is a LT-Irr. consumer with a CD of 2.5 KW. The consumer has availed power supply since 28<sup>th</sup> Jun. 2013 and total outstanding upto Dec.-2024 is ₹ 3,460.34p. As complained by the complainant and submission of OP, it is observed by the Forum that,

The consumer represented that due to burnt of cable, there was no power supply from Sep-2022 to Aug-2023 but bills were raised regularly which needs bill revision. Against that, the OP was asked 7 days 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 04<sup>th</sup> Feb. 2025 and submitted the report vide ref. no. 391 dated 04<sup>th</sup> Feb. 2025 and certified that power supply to the consumer was under disconnection from Jun-2022 to Dec-2022 due to burnt of cable. The inspection report dated 04<sup>th</sup> Feb. 2025 submitted by OP has been taken into record.

From the above, it is clear evidence that there was no power supply from Jun-2022 to Dec-2022 in the consumer premises. Accordingly, bill revision is required to resolve 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 Jun-2022 to Dec-2022 is to be waived. Only MMFC and statutory charges is to be charged as per CI-1 of the standard agreement executed by the petitioner with the opposite party.
2. DPS is applicable 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 Suresh Kumar Patel, At/Po-Ulba, Via-P.Rampur, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Patnagarh.
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."**