



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/

632⁽⁵⁾

Dated, the

26/08/2025

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/413/2025																										
2	Complainant/s	Name & Address Sri Hemanta Kumar Sahoo, At/Po-Titilagarh, Station Road, Dist-Bolangir	Consumer No 912121171048	Contact No. 8249754953																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Titilagarh	Division Titilagarh Electrical Division, TPWODL, Titilagarh																									
4	Date of Application	31.07.2025																										
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	13.08.2025																										
9	Date of Order	26.08.2025																										
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 Titilagarh

Appeared:

For the Complainant - Sri Hemanta Kumar Sahoo
For the Respondent - Sri Binay Kumar Panigrahi, S.D.O (Elect.), Titilagarh

Complaint Case No. BGR/413/2025

Sri Hemanta Kumar Sahoo,
At/Po-Titilagarh, Station Road,
Dist-Bolangir
Con. No. 912121171048

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**

ORDER

(Dt.26.08.2025)

The consumer has appealed before the Forum for revision of bill on 31st Jul. 2025. Accordingly, hearing date was fixed on 13th Aug. 2025 and notice served to both the parties to remain present with supportive documents on the said date.

During hearing conducted at Titilagarh Division office on 13th Aug. 2025, the consumer Shri Hemant Kumar Sahoo was present & Shri Binay Kumar Panigrahi, SDO-Titilagarh was present as opposite party.

HISTORY OF THE CASE

The Complaint petition filed by the consumer Shri Hemant Kumar Sahoo who is a LT-GPS. consumer availing a CD of 1 KW. He has disputed about raising of additional security deposit amount of ₹ 13,576.88p in the bill of Jun-2024. He has filed 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 : 13.08.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under ESO-I section of Titilagarh Sub-division. The complainant represented that an additional security deposit of ₹ 13,576.88p has been demanded in Jun-2024 which needs to be revised. For that, the total outstanding has been accumulated to ₹ 16,485.30p upto Jul.-2025. The complainant raised dispute against the said period and requested before the Forum for suitable revision of the bill.

SUBMISSION OF OPPOSITE PARTY DURING HEARING

The OP appeared before the Forum with relevant record. On defence, he intimated that the consumer is a LT-GPS. consumer availing power supply since Mar.-2023. The billing dispute raised by the complainant about claiming of additional security deposit of ₹ 13,576.88 is not

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correct. Actually, the said amount has been claimed towards surcharge amount against security deposit claimed in FY 2023-24.

Considering the above, the OP requested before the Forum to issue order as deemed fit.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-GPS, consumer with a CD of 1 KW. The consumer has availed power supply since 03rd Mar. 2023 and total outstanding upto Jul-2025 is ₹ 16,485.30p. As complained by the complainant and submission of OP, it is observed by the Forum that,

The consumer represented that an additional amount of ₹ 13,756.88 has been claimed in Jun-2024 towards additional security deposit (ASD) amount which needs to be revised.

The OP admitted the complaint and submitted that the said amount has been claimed towards belated surcharge interest which was claimed for FY 2023-24 as per CI-53 & 54 of OERC Dist. (Conditions of Supply) Code 2019 which is payable by the consumer.

The Forum examined the documents submitted by both the parties. It is observed from the billing data the consumer has availed power supply on 03rd Mar. 2023 and in the first month of billing the consumer has been billed with 9245 units where the date of supply is 03.03.2023 and date of first billing is 18.04.2023 i.e. 46 day where such huge unit billing needs further analysis. The said meter has gone defective in Jun-2023 i.e. after installation of three months. Hence, the accuracy of the said meter having meter sl. no. WLT210093 is in question. Also, from the bill of Apr-2023, it is found that the consumer has deposited an amount of ₹ 2,864/- towards security deposit as demanded by licensee and also in obedience to CI-52 of OERC Regulation. Based on the billing of Mar-2023, the OP was demanded an amount of ₹ 1,37,140/- in the bill of May-2023 in line with CI-53 & 54 of OERC Dist. (Conditions of Supply) Code 2019 with one month notice period. The consumer has not paid the demanded ASD till Mar.-2024 for which the OP claimed surcharge interest @ 15 % p.a. on the demanded amount. Accordingly, surcharge interest has been calculated in May-2024 for the FY 2022-23 and an amount of ₹ 13,770.20p has been added in May-2024 bill (served in Jun-2024). The Forum asked the OP regarding inflated bill of Mar-2023 but the OP was not able to give any reply as the said meter has already been replaced on 11th Aug. 2023. Also, whether the OP can calculate additional security deposit with only one month consumption.

Hence, the Forum is of the view that the ASD claimed in the bill of May-2023 for the FY 2022-23 is not in obedience to CI-53 of OERC Dist. (Conditions of Supply) Code 2019 and accordingly, the surcharge interest on ASD does not hold good.

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 surcharge interest of ₹ 13,576.88p claimed in the bill of May-2023 must be withdrawn. Also, the consumer is directed to pay the ASD of ₹ 3,334/- claimed by OP in the bill of May-2025 without further delay as the ASD notice period has already been over.

Case is disposed off accordingly.

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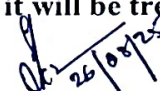
MEMBER (Fin.)

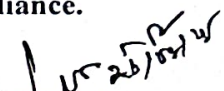
PRESIDENT



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 Hemanta Kumar Sahoo, At/Po-Titilagarh, Station Road, 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."