



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/

633⁶¹

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/415/2025																											
2	Complainant/s	Name & Address Sri Hemanta Padhan, For Sri Anu Padhan, At-Laderbahal, Po-Chhatamakhna, Dist-Bolangir		Consumer No 911212300133	Contact No. 7735963878																								
3	Respondent/s	Name S.D.O (Elect.), No. II, TPWODL, Bolangir		Division Bolangir Electrical Division, TPWODL, Bolangir																									
4	Date of Application	04.08.2025																											
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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8	Date(s) of Hearing	04.08.2025																											
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 (Fm.)

PRESIDENT

Place of Hearing: Camp Court at Chhatamakhna

Appeared:

For the Complainant

-Sri Hemanta Padhan

For the Respondent

-Sri Sunil Kumar Swain, S.D.O (Elect.), No. II, Bolangir

Complaint Case No. BGR/415/2025

Sri Hemanta Padhan,
For Sri Anu Padhan,
At-Laderbahal, Po-Chhatamakhna,
Dist-Bolangir
Con. No. 911212300133

COMPLAINANT

-Versus-

Sub-Divisional Officer,
Electrical Sub-Division, No. II,
TPWODL, Bolangir

OPPOSITE PARTY

ORDER

(Dt.26.08.2025)

During Camp Court hearing at Chatamakhna on 04th Aug. 2025, the representative of the consumer Shri Hemanta Padhan was present & Shri Sunil Kumar Swain, SDO, Balangir Sub-division-II was present as opposite party.

HISTORY OF THE CASE

The Complainant is a Dom. consumer availing a CD of 0.04 KW. He has disputed that he has not availed power supply since the beginning to till date but the OP has billed from the year 2017 to Apr-2023. He has 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 : 04.08.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Chatamakhna section of Balangir-II Sub-division. The consumer represented that he has been served with false bills from the year 2017 to till date where he has not availed power supply till date. The complainant raised dispute against the said bill period and requested before the Forum for suitable revision of bill.

SUBMISSION OF OPPOSITE PARTY DURING HEARING

The OP appeared before the Forum with billing abstract only. On defence, he intimated that as per billing ledger, the consumer is a LT-Dom. consumer and availing power supply since Apr.-2017. As per billing abstract, 1st bill of the consumer has been generated on Sep-2017 with "KTJ" billing tariff and subsequently from Jan-2020 under "DOM" tariff. As represented by the complainant about non-availing of power supply from the date of power supply, field verification is required for which 7 days time may be allowed by the Forum.

CO-OPTED MEMBER

MEMBER (Fin.)

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PRESIDENT

Considering the above, the OP requested before the Forum to grant time for detailed inspection and submission of detailed report.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 0.04 KW. As per billing ledger, the consumer has availed power supply since 13th Apr. 2017 under "KTJ" tariff and subsequently from Jan-2020 under "DOM" tariff. The total outstanding upto Apr-2023 is ₹ 6,765.78 and thereafter no bill has been generated. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. As per billing data, power supply to the consumer has been released on 13th Apr. 2017 but the consumer disputed that he has not availed power supply till date. Against that, the OP was asked seven 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. Within the time period, the OP failed to submit the field inspection report. The Forum time and again given an opportunity to the OP to submit the required documents but again there is no response from OP end. In default of submission of report from the end of OP, it is assumed that the OP has nothing to say in this regard and the matter is to be decided as per available documents and statement of the complainant.
2. The complainant represented that power supply has been given to his premises since beginning and false bills have been generated by OP from the year 2017 to Apr-2023. In this regard and as requested by OP, 7 days time has been allowed but within that time they failed to submit the report. Again time to time intimation given to OP to submit the inspection report but there is no response from their end. As the OP fails to submit the inspection report, the Forum is of the opinion that the OP is nothing to say in this regard and believes the statement of the complainant.

Hence, the bills disputed by the complainant needs to be revised under CI-155 of OERC Dist. (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.

The monthly bill raised to the complainant from the date of power supply i.e. 13th Apr. 2017 to Apr-2023 needs to be withdrawn in total as there is no power supply to the consumer premises.

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.PADHANE
CO-OPTED MEMBER

P.K.SAHOO
MEMBER (Fin.)

K.B.SAHU
PRESIDENT

Copy to: -

1. Sri Hemanta Padhan, At-Laderbahal, Po-Chhatamakhna, Dist-Bolangir-767065.
2. Sub-Divisional Officer, Electrical Sub-Division, No. II, TPWODL, Bolangir.
3. DFM/ AFM/ JFM, Bolangir Electrical Division, TPWODL, Bolangir.
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."