



GRIEVANCE REDRESSAL FORUM, BOLANGIR

(Infront of Children's Park),

BOLANGIR-767001, Tel./Fax:-(06652) 235741

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Bench: Er. Kumuda Bandhu Sahu (President),

Sri Prasanta Kumar Sahoo (Member (Finance)), Sri Krupasindhu Padhee, (Co-Opted Member)

Memo No.GRF/BGR/Order/ 587

Dated, the 07/08/2025

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/422/2025																																											
2	Complainant/s	Name & Address Sri Bhismadev Padhan, For Sri Surendra Padhan, At/Po-Bandhapada, Via-Deogaon, Dist-Bolangir		Consumer No 911001024475	Contact No. 8892509054																																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Tusura		Division Bolangir Electrical Division, TPWODL, Bolangir																																									
4	Date of Application	05.08.2025																																											
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 & 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 & GSOP</td><td></td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td></td><td>12. Shifting of Service Connection & 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>15. Others (Specify) -</td><td colspan="4"></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	05.08.2025																																											
9	Date of Order	07.08.2025																																											
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 Deogaon

Appeared:

For the Complainant - Sri Bhismadev Padhan
For the Respondent - Sri Narottam Maharana, S.D.O (Elect.), Tusura

Complaint Case No. BGR/422/2025

Sri Bhismadev Padhan,
For Sri Surendra Padhan,
At/Po-Bandhapada, Via-Deogaon,
Dist-Bolangir
Con. No. 911001024475

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER

(Dt.07.08.2025)

During Camp Court hearing at Deogaon on 05th Aug. 2025, the representative of the consumer Shri Bhismadev Padhan was present & Shri Narottam Maharana, SDO-Tusura Sub-division was present as opposite party.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 05.08.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Deogaon section of Tusura Sub-division. The consumer represented that he was served with false energy bill from the date of supply i.e. 27th Jul. 2019 onwards to till date where he has not availed power supply due to defunct & insufficient water level of deep bore well. In this regard, he has submitted before Asst. Executive Engineer, LI sub-division vide dated 09.04.2025. For that, the arrear has been accumulated to ₹ 26,202.65p upto Jun.-2025. 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 Jul.-2019. The billing dispute raised by the complainant for the false billing from the date of supply i.e. from 27th Jul. 2019 to till date is a genuine dispute where the consumer has not availed power supply due to defunct of the said deep borewell point.

Considering the above, the OP requested before the Forum for revision of previous disputed bills and pass order as deemed fit.

CO-OPTED MEMBER

MEMBER (Fin.)
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PRESIDENT

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Irr. consumer with a CD of 2.5 KW. The consumer has availed power supply since 27th Jul.2019 and total outstanding upto Jun.-2025 is ₹ 26,202.65p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer represented that due to defunct & insufficient water level of the said deep borewell, he has not availed power supply from the beginning and the same status is continuing till date and represented that the said project is not running since the beginning. In supportive of this, he has submitted a letter of Asst. Executive Engineer, L.I. Sub-division, Balangir vide letter no. 56 dated 09.04.2025 that the said deep bore well project is not running since 10th Mar. 2021 due to defunct & insufficient water of DBW.
2. From the above report, it is clear that the said DBW has not been operated since 10th Mar. 2021 to till date and the bill raised during this period needs revision.
3. During the hearing process, the representative of the consumer submitted that there is no power supply but false billing is going on.
4. On scrutiny of the documents, it is observed by the Forum that the bills raised during meter defective period needs bill revision under CI-155 & 157 of OERC Distribution 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 power supply to the consumer must be disconnected immediately and to be tagged under PDC category in the billing software.
2. The energy bills raised to the consumer from 10th Mar. 2021 to till date is to be waived. Only MMFC is to be charged till Oct-2025 as per CI-1 of the standard agreement executed by the petitioner with the opposite party. A final bill is to be prepared and served to the consumer for making payment.
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.PADHIE
CO-OPTED MEMBER

P.K.SAHOO
MEMBER (Fin.)

K.B.SAHU
PRESIDENT

Copy to: -

1. Sri Bhisimadev Padhan, At/Po-Bandhapada, Via-Deogaon, Dist-Bolangir-767029.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Tusura.
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:Bhoingar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."