



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/ 5945

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/428/2025																											
2	Complainant/s	Name & Address Sri Sumanta Dharua, For Sri Para Dharua, President, Maa Bastrani P.P, At-Tentuligaon, Po-Kutasingha, Dist-Bolangir		Consumer No 911001020627	Contact No. 8658550437																								
3	Respondent/s	Name EE, BED, TPWODL, Bolangir		Division Bolangir Electrical Division, TPWODL, Bolangir																									
4	Date of Application	06.08.2025																											
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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6. Others																													
8	Date(s) of Hearing	06.08.2025																											
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.)
Page 1 of 3

PRESIDENT

Place of Hearing: Camp Court at Kutasingha



Appeared:

For the Complainant - Sri Sumanta Dharua
For the Respondent - Sri Srikanta Satpathy, AFM (Representative)

Complaint Case No. BGR/428/2025

Sri Sumanta Dharua,
For Sri Para Dharua,
President, Maa Bastrani P.P, Tentuligaon,
At-Tentuligaon, Po-Kutasingha,
Dist-Bolangir
Con. No. 911001020627

COMPLAINANT

-Versus-

Executive Engineer,
Bolangir Electrical Division,
TPWODL, Bolangir

OPPOSITE PARTY

ORDER
(Dt.14.08.2025)

HISTORY OF THE CASE

The Complaint petition filed by the representative of the consumer Shri Sumanta Dharua who is a LT-Irr. consumer availing a CD of 7.5 KW. The complainant represented that power supply to his lift irrigation point was disconnected from Mar-2014 to Jul-2015 but energy bills were raised which needs to be withdrawn. For that erroneous bill, the arrear outstanding has been accumulated to ₹ 1,13,670.80p upto Jun.-2025. The complainant raised dispute against the said period and requested before the Forum for suitable revision of bill.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 06.08.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Salebhata Section of Loisingha Sub-division. The complainant represented that he has been served with false bills from Mar-2014 to Jul-2015 where he has not availed power supply. For that false bills, the arrear has been accumulated to ₹ 1,13,670.80p 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 documents. On defence, he intimated that the consumer is a LT-Irr. consumer availing power supply since Oct-2010. The billing dispute raised by the complainant for the false billing about no power supply period is a genuine dispute based on billing data. The consumer was billed with average billing from Mar-2013 to Jun-2023. A new meter has been installed on 01st Aug. 2023 with meter no. 10022897, thereafter actual billing is going on. As per PERC Regulation, average period billing has been revised considering post meter consumption period with an withdrawal amount of ₹ 49,899.87p and reflected in the bill of

CO-OPTED MEMBER

MEMBER (Fin.)
Page 2 of 3

PRESIDENT

Feb.-2024. But during the above-stated revision period, line disconnection period has not been considered which needs bill revision.

Considering the above, the OP requested before the Forum to consider this and pass order as deemed fit.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Irr. consumer with a CD of 7.5 KW. The consumer has availed power supply since 30th Oct. 2010 and the total outstanding upto Jun.-2025 is ₹ 1,13,670.80p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer was disputed about the billing done during line disconnection period i.e. Mar-2014 to Jul-2015. The OP admitted the same and submitted that as per billing data, power supply to the consumer was under disconnection from Mar-2014 to Jul-2015. Power supply has been reconnected on 31st Jul. 2015. Prior to that, the consumer was billed with average basis from Mar-2013 to Jun-2023. A new meter has been installed on 01st Aug. 2023 with meter no. 10022897, thereafter actual billing has been done. A bill revision has been done by OP for the entire meter defective period considering the average consumption of new meter and an amount of ₹ 49,899.87p has been withdrawn in the bill of Feb.-2024. But, in the said revision, the line disconnection period has not been considered.
2. The OP admitted the facts and initiated bill revision process on the spot observing departmental guidelines. Accordingly, the monthly bill has been recalculated and an amount of ₹ 21,265.01p is to be withdrawn from the arrear outstanding.
3. The complainant has not paid the monthly bill regularly for which the total has been accumulated to ₹ 1,13,670.80p upto Jun.-2025.

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 OP has agreed with the billing dispute and revised the bill on spot and the petitioner was convinced with the proposed withdrawal amount of ₹ 21,265.01p. Hence, the Forum directed the OP to carry-out the revision proposal and must be reflected in the next bill.

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 Sumanta Dharua, At-Tentuligaon, Po-Kutasingha, Dist-Bolangir-767068.
2. Executive Engineer, Bolangir Electrical Division, 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."