



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/ 625 (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/436/2025																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																								
		Sri Basudab Pradhan, At/Po-Bahabal, Via-Belpada, Dist-Bolangir		912001021318	7077994621																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Patnagarh		Division Titilagarh Electrical Division, TPWODL, Titilagarh																									
4	Date of Application	12.08.2025																											
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	12.08.2025																											
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 Belpada

Appeared:

For the Complainant

–Sri Basudab Pradhan

For the Respondent

–Sri Debadatta Mahapatra, S.D.O (Elect.), Patnagarh

Complaint Case No. BGR/436/2025

Sri Basudab Pradhan,
At/Po-Bahabal, Via-Belpada,
Dist-Bolangir
Con. No. 912001021318

- COMPLAINANT

-Versus-

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

- OPPOSITE PARTY

ORDER
(Dt.26.08.2025)

During Camp Court hearing at Belpada on 12th Aug. 2025, the consumer Sri Basudev Padhan was present & Shri Debadatta Mahapatra, SDO-Patnagarh was present as opposite party.

HISTORY OF THE CASE

The Complaint petition filed by the consumer Shri Basudev Padhan who is a LT-Irr. consumer availing a CD of 4 KW. He has disputed that power supply to his premises was under disconnection from the year 2020 to Feb-2025 but energy bills have been raised regularly and appealed before the Forum for withdrawal of bills during power supply disconnection period. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

PROCEEDING OF HEARING DATED: 12.08.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Belpada section of Patnagarh Sub-division. The complainant represented that power supply to his domestic premises was under disconnection from the year 2020 to Feb-2025 but during that period the OP has raised monthly bill regularly. For that average bill, the arrear outstanding has been accumulated to ₹ 36,913.90p upto Jul-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 records. On defence, he intimated that the consumer is a LT-Irr. consumer availing power supply since Oct-2015. The billing dispute raised by the complainant for the billing done during power supply disconnection period i.e. from the year 2020 to Feb.-2025 requires field verification for which seven days time may be allowed.

CO-OPTED MEMBER

MEMBER (Fin.)

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PRESIDENT

Considering the above, the OP requested before the Forum to allow 7 day time to submit the physical verification report.

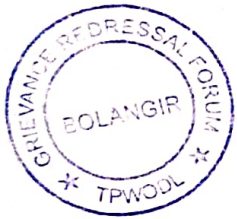
FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Irr. consumer with a CD of 4 KW. As per record, the consumer has availed power supply since 08th Oct. 2015 and total outstanding upto Jul.-2025 is ₹ 36,913.90p. As complained by the complainant and submission of OP, it is observed by the Forum that,

The complainant disputed that power supply to his lift irrigation point was under disconnection from the year 2020 to Feb.-2025. During that period, the OP Was billed regularly for which the arrear outstanding has been accumulated to ₹ 36,913.90p upto Jul.-2025. Against that, the OP was asked seven day 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 21st Aug. 2025 and submitted the report before the Forum on 25th Aug. 2025 and certified that power supply to the consumer was under disconnection from Mar-2021 to Dec-2024. The inspection report dated 21st Aug. 2025 submitted by SDO-Patnagarh has been taken into record.

From the above, it is clear evident that power supply to the consumer premises was under disconnection from Mar-2021 to Dec.-2024. Hence, the bills raised during no supply period needs bill revision as per OERC Regulation (Conditions of Supply) Code 2019 to redress the consumer grievances. Also, the Forum observed that the consumer is being billed with Provisional / average basis from the date of power supply to till date which needs new meter installation on top priority.

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. A new meter must be installed to the consumer premises immediately to ascertain proper billing.
2. The energy bills raised to the consumer from Mar.-2021 to Dec.-2024 must be withdrawn as there was no power supply to the consumer premises. Only MMFC and other statutory charges to be levied as per OERC Regulation.
3. DPS is to be levied as per OERC Regulation.
4. 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 Basudab Pradhan, At/Po-Bahabal, Via-Belpada, Dist-Bolangir-767026.
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 → 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."