



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/

638⁽⁵⁾

Dated, the

26/08/2025

Corum:

Er. Kumuda Bandhu Sahu

Sri Prasanta Kumar Sahoo

- President

- Member (Finance)

1	Case No.	Complaint Case No. BGR/463/2025																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																								
		Sri Padmalochan Meher, For Smt. Jhumpa Meher, At-Tikrapada, Po-Subalaya, Dist-Sonepur		915203041980	8984380402 7751064845																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, B.M.Pur		Division Sonepur Electrical Division, TPWODL, Sonepur																									
4	Date of Application	21.08.2025																											
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) –		
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) –																													
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																		
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																													
8	Date(s) of Hearing	21.08.2025																											
9	Date of Order	26.08.2025																											
10	Order in favour of	Complainant	✓	Respondent	Others																								
11	Details of Compensation awarded, if any.	Nil																											

MEMBER (Fin.)

PRESIDENT

Place of Hearing: Camp Court at Subalaya

Appeared:

For the Complainant - Sri Padmalochan Meher
For the Respondent - Sri Abadhut Pradhan, AM (F&C) (Representative)

Complaint Case No. BGR/463/2025

Sri Padmalochan Meher,
For Smt. Jhumpa Meher,
At-Tikrapada, Po-Subalaya,
Dist-Sonepur
Con. No. 915203041980

- **COMPLAINANT**

-Versus-

Sub-Divisional Officer,
Electrical Sub-Division,
TPWODL, B.M.Pur

- **OPPOSITE PARTY**

ORDER

(Dt.26.08.2025)

During Camp Court hearing at Subalaya on 21st Aug. 2025, the representative of the consumer Shri Padma Lochan Meher was present & Shri Abadhut Pradhan, Asst. Manager (Fin. & Com.) was present as opposite party.

HISTORY OF THE CASE

The Complaint petition filed by the representative of the consumer Shri Padma Lochan Meher who is a LT-Dom. consumer availing a CD of 1 KW. He has disputed about raising of additional security deposit amount of ₹ 40,506.00p in the bill of May-2023 and surcharge interest of ₹ 4,200.05p in the bill of May-2024. He has filed his grievances for revision of bill. The complainant needs suitable bill revision for the said period.

The case has heard in detail.

PROCEEDING OF HEARING DATED : 21.08.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Subalaya section of B M Pur Sub-division. The complainant represented that an additional security deposit of ₹ 40,506.00p has been demanded in May-2023 and ₹ 4,200.05p as surcharge interest in the bill of May-2024 which needs to be revised. For that, the total outstanding has been accumulated to ₹ 4,454.95p 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 Feb-2019. The billing dispute raised by the complainant about claiming of additional security deposit of ₹ 40,506.00 is a genuine dispute

MEMBER (Fin.)

Page 2 of 4

PRESIDENT

and also the claim of surcharge interest thereon. Actually, the consumer has availed power supply on 01st Feb. 2019 and the 1st bill has been generated in Aug-2022 with provisional unit of 3187 units which has been revised in the subsequent month but while calculating of ASD, the said adjustment has not been considered for which ₹ 40,506.00p has been claimed in May-2023 bill and due to non-payment of ASD amount, surcharge interest of ₹ 4,200.05p has been imposed in the bill of May-2024.

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-Dom. consumer with a CD of 1 KW. The consumer has availed power supply since 01st Feb. 2019 and total outstanding upto Jul-2025 is ₹ 4,454.95p. As complained by the complainant and submission of OP, it is observed by the Forum that,

The consumer represented that an additional amount of ₹ 40,506.00p has been claimed in May-2023 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 additional security deposit for the FY 2022-23 and belated surcharge interest of ₹ 4,200.05p has been claimed in the bill of May-2024 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 w.e.f. 01st Feb. 2019. The OP has generated the 1st bill on Aug-2022 i.e. after 43 months with provisional billing of 3187 units, subsequently the provisional billing has been adjusted as per actual meter reading. Though the provisional billing has been adjusted in the subsequent month but while calculating of ASD for the FY 2022-23, the disputed unit of 3187 unit for Aug-2022 has not been considered for which a huge amount of ₹ 40,506.00p has been demanded towards ASD by the OP in line with CI-53 & 54 of OERC Dist. (Conditions of Supply) Code 2019 with one month notice period. The consumer was 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 ₹ 4,200.05p has been added in May-2024 bill (served in Jun-2024).

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 ₹ 4,200.05p claimed in the bill of May-2024 must be withdrawn. Also, the consumer is directed to pay the ASD of ₹ 1,197.80p 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.


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.

[Signature]
P.K.SAHOO
MEMBER (Fin.)

[Signature]
K.B.SAHU
PRESIDENT

Copy to: -

1. Sri Padmalochan Meher, At-Tikrapada, Po-Subalaya, Dist-Sonepur-767018.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, B.M.Pur.
3. DFM/ AFM/ JFM, Sonepur Electrical Division, TPWODL, Sonepur.
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."