



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/ 711^B

Dated, the 25/09/2025

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/481/2025																											
2	Complainant/s	Name & Address Sri Rama Sebaka Hota, For Smt. Saudamini Hota, At/Po-Tamamura, Via-Dunguripali, Dist-Sonepur		Consumer No 915001032266	Contact No. 8249288553																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Binka		Division Sonepur Electrical Division, TPWODL, Sonepur																									
4	Date of Application	04.09.2025																											
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) <u>155, 157</u></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) <u>155, 157</u>	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	11.09.2025	19.09.2025																										
9	Date of Order	25.09.2025																											
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: Dt.11.09.2025- GRF, Bolangir
Dt.19.09.2025- Camp Court at Binka

Appeared:(Dt.11.09.2025)

For the Complainant -Sri Rama Sebaka Hota
For the Respondent - ABSENT

Complaint Case No. BGR/481/2025

Sri Rama Sebaka Hota,
For Smt. Soudamini Hota,
At/Po-Tamamura, Via-Dunguripali,
Dist-Sonepur
Con. No. 9150 01032266

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER
(Dt.25.09.2025)

The consumer was appealed before the Forum for revision of bill. Accordingly, hearing date was fixed on 11th Sep. 2025 and notice was served to both the parties to remain present with supportive documents on the said date.

During hearing conducted at Forum office on 11th Sep. 2025, the representative of the consumer Shri Rama Sebaka Hota was present. The OP intimated through e-mail dated 11th Sep. 2025 that due to some urgent operation work, he is not able to attend the hearing and requested for some other date.

Considering this, the case was adjourned to 19th Sep. 2025. Accordingly, notice was served to both the parties to remain present with supportive documents on the said date.

Appeared: (Dt.19.09.2025)

For the Complainant -Sri Rama Sebaka Hota
For the Respondent - Sri Uday Sankar Patjoshi, S.D.O (Elect.), Binka

During hearing conducted at Binka Sub-division office on 19th Sep. 2025, the representative of the consumer Shri Rama Sebaka Hota was present & Shri Uday Sankar Patjoshi, SDO-Binka was present as opposite party.

HISTORY OF THE CASE

The Complaint petition filed by the representative of the consumer Shri Rama Sebaka Hota who is a LT-Irr. consumer availing a CD of 3 KW. He has represented that power supply to his LI point has been disconnected since 2016 but fictitious energy bills have been raised from Jul.-2018 to Jun-2023 and appealed before the Forum for withdrawal of bills during no power supply period. The complainant needs suitable bill revision for the said period.

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MEMBER (Fin.)
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PRESIDENT



The case was heard in detail.

PROCEEDING OF HEARING DATED : 19.09.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Cherupali section of Binka Sub-division. The complainant represented that he has been served with fictitious bills from the year 2016 to Jun-2023 where power supply to his LI point is under disconnection. For that false bills, the arrear has been accumulated to ₹ 78,126.52p upto Jun.-2023. 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 Dec.-2014. The billing dispute raised by the complainant for the false billing about no power supply period requires field verification for which seven days time may be allowed to make field verification.

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 3 KW. As per record, the consumer has availed power supply since 02nd Dec. 2014 and total outstanding upto Jun-2023 is ₹ 78,126.52p, **thereafter no bill has been generated.** As complained by the complainant and submission of OP, it is observed by the Forum that,

As per billing data, power supply to the consumer has been disconnected since Jul-2023 but the consumer disputed that power supply to his premises has actually been disconnected since the year 2016. Against that, the OP was asked for seven days time to verify the matter and will make field inspection. They have undertaken to submit a detailed report within 7 days before the Forum. The OP inspected the premises on 09th Sep. 2025 and submitted the report before the Forum on 12th Sep. 2025 and reported that the power supply to the consumer has been disconnected since Jul-2016. The inspection report dated 09th Sep. 2025 submitted by ESO-Cherupali has been taken into record.

The Forum analysed the billing ledger and found that the consumer has made payments during the disputed period. The details of payments are,

DATE OF PAYMENT	AMT. PAID (₹)
22-03-2017	10,000/-
22-03-2018	7,000/-

From the above, it is seen that the consumer has made payments in Mar-2017 & Mar-2018 where the OP submitted that power supply has been disconnected since Jul-2016 which is contradictory. Regarding payment, the complainant stated that he has applied for a new connection in the year 2017 and the OP advised him to pay the arrear against this connection so that new connection will be released. To avail power supply for his new GPS connection, he has deposited ₹ 10,000/- On 22nd Mar. 2017. The Forum asked the complainant about the new GPS connection details and as provided by him the new connection details is,

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT



NAME	SHRI RAM SEBAK HOTA
CONS. NO.	9150-0111-0637
CD (KW)	15
DATE OF SUPPLY	20.01.2018

It is seen that the new GPS connection has been released on 20th Jan. 2018. The Forum asked the complainant about the 2nd payment made on 22nd Mar. 2018 of ₹ 7,000/- but the complainant cannot give any satisfactory reply. It is a common fact that the consumer has availed power supply for which he has made payments in the year 2017 & 2018. To make clarity, the Forum during the course of hearing directed SDO-Binka to make physical inspection personally to submit the report at the earliest. SDO-Binka has inspected the premises on 24th Sep. 2025 and certified the statement in the inspection report done by ESO-Cherupali is correct.

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.

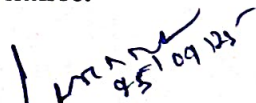
1. The energy bills raised to the consumer from Aug-2016 to the last billing must be withdrawn as there was no power supply to the consumer premises. Only MMFC and other statutory charges is to be charged for the month of Aug-2016 & Sep-2016
2. DPS is to be levied as per OERC Regulation.
3. All sundries 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. PADHEE
CO-OPTED MEMBER


P.K. SAHOO
MEMBER (Fin.)


K.R. SAHU
PRESIDENT

Copy to: -

1. Sri Rama Sebaka Hota, At/Po-Tamamura, Via-Dunguripali, Dist-Sonepur-767023.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Binka.
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."