



## 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/

692<sup>B</sup>

Dated, the

22/09/2025

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/489/2025																											
2	Complainant/s	Name & Address Sri Sudarsan Bhoi, For Smt. Padmini Bhoi, At/Po-Bharsuja, Via-Dudka, Dist-Bolangir		Consumer No 911312042342	Contact No. 8895962794																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Loisingha		Division Bolangir Electrical Division, TPWODL, Bolangir																									
4	Date of Application	12.09.2025																											
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 &amp; 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 &amp; GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection &amp; 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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8	Date(s) of Hearing	12.09.2025																											
9	Date of Order	23.09.2025																											
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:** Camp Court at Kendumundi

**Appeared:**

**For the Complainant**

–Sri Sudarsan Bhoi

**For the Respondent**

–Sri Saroj Kumar Kanda, S.D.O (Elect.), Loisingha

**Complaint Case No. BGR/489/2025**

Sri Sudarsan Bhoi,  
For Smt. Padmini Bhoi,  
At/Po-Bharsuja, Via-Dudka,  
Dist-Bolangir  
Con. No. 911312042342

**COMPLAINANT**

**-Versus-**

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

**OPPOSITE PARTY**

**ORDER**  
**(Dt.23.09.2025)**

During Camp Court hearing at Kendumundi on 12<sup>th</sup> Sep. 2025, the representative of the consumer Sri Sudarsan Bhoi was present & Shri Saroj Kumar Kanda, SDO-Loisingha was present as opposite party.

**HISTORY OF THE CASE**

The Complaint petition filed by the representative of the consumer Shri Sudarsan Bhoi who is a LT-Dom. consumer availing a CD of 1 KW. He has disputed that power supply to his premises has been given in Nov-2023 but false energy bills have been generated from Apr-2021 and appealed before the Forum for withdrawal of bills during no power supply period. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

**PROCEEDING OF HEARING DATED : 12.09.2025**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Loisingha section of Loisingha Sub-division. The complainant represented that he has been served with false bills from Apr-2021 to Oct-2023 where he has not availed power supply. For that false bills, the arrear has been accumulated to ₹ 14,967.76p upto Aug-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-Domestic consumer availing power supply since Apr-2021. 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.

**CO-OPTED MEMBER**

**MEMBER (Fin.)**

**PRESIDENT**





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

### **FINDINGS AND ANALYSIS OF THE FORUM**

The consumer is a LT-Dom. consumer with a CD of 1 KW. As per record, the consumer has availed power supply since 28<sup>th</sup> Apr. 2021 and total outstanding upto Aug-2025 is ₹ 14,967.76p. 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 released on 28<sup>th</sup> Apr. 2021 but the consumer disputed that power supply to his premises has been released in Nov.-2023. 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 15<sup>th</sup> Sep. 2025 and submitted the report before the Forum on 19<sup>th</sup> Sep. 2025 and certified that the consumer has availed power supply in the month of Nov.-2023. The inspection report dated 15<sup>th</sup> Sep. 2025 submitted by SDO-Loisingha has been taken into record.

The Forum analysed the billing ledger and observed that though power supply has been given on Nov-2023 but 1<sup>st</sup> bill has been generated on Jul-2025 i.e. after one year and nine months which should not be. It is the prime responsibility of OP to serve the monthly on regular basis so that the consumer will make payment every month. But in this case, the OP failed to discharge his duties. The Form herewith advised the OP to take care of such issue and not to repeat in future. From the above, it is clear evident that power supply has been given to the consumer on Nov.-2020. 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, as per PVR dated 15<sup>th</sup> Sep. 2025, it is found that the existing meter has no display and the monthly bill is being generated with provisional basis. As the 1<sup>st</sup> bill has generated on 18<sup>th</sup> Aug. 2025 with "NO DISPLAY", till this date the defective meter must be replaced with a new meter but this has not been done.

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 upgraded technological meter must be installed immediately to ascertain actual consumption and proper billing.
2. The energy bills raised to the consumer from 28<sup>th</sup> Apr. 2021 to Oct.-2023 must be withdrawn as there was no power supply to the consumer premises.
3. Based on succeeding six months average consumption of new meter to be installed, the energy bill of the consumer must be revised from Nov-2023 to till the date of meter replacement under CI-155 & 157 of OERC Regulation Code 2019.
4. DPS is to be levied as per OERC Regulation.
5. All sundries and adjustments are to be considered during the above revision period.

Case is disposed off accordingly.

CO-OPTED MEMBER

MEMBER (Fm.)

PRESIDENT



Compliance report must be submitted to the Forum by the opposite party within seven months 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 Sudarsan Bhoi, At/Po-Bharsuja, Via-Dudka, Dist-Bolangir-767061.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Loisingha.
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](http://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."**