



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

Dated, the 23/09/2025

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/490/2025																																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																																								
		Sri Neherulal Sahu, At/Po-Jharnipali, Dist-Bolangir		911001022414	9937802450																																								
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></td><td>2. Billing Disputes</td><td></td><td>✓</td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td></td><td>4. Contract Demand / Connected Load</td><td></td><td></td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td></td><td>6. Installation of Equipment & apparatus of Consumer</td><td></td><td></td></tr><tr><td>7. Interruptions</td><td></td><td>8. Metering</td><td></td><td></td></tr><tr><td>9. New Connection</td><td></td><td>10. Quality of Supply & GSOP</td><td></td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td></td><td>12. Shifting of Service Connection & equipments</td><td></td><td></td></tr><tr><td>13. Transfer of Consumer Ownership</td><td></td><td>14. Voltage Fluctuations</td><td></td><td></td></tr><tr><td colspan="5">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	13.09.2025																																											
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 Neherulal Sahu

For the Respondent

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

Complaint Case No. BGR/490/2025

Sri Neherulal Sahu,
At/Po-Jharnipali,
Dist-Bolangir
Con. No. 911001022414

-

COMPLAINANT

-Versus-

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

-

OPPOSITE PARTY

ORDER

(Dt.23.09.2025)

During Camp Court hearing at Kendumundi Grid S/s on 12th Sep. 2025, the consumer Sri Neherulal Sahu was present & Shri Saroj Kumar Kanda, SDO-Loisingha was present as opposite party.

HISTORY OF THE CASE

The Complaint petition filed by the consumer Shri Neherulal Sahu who is a LT-Irr. consumer availing a CD of 2.5 KW. He has disputed that due to burnt of transformer, he has not availed power supply from the year 2018 to Feb-2025. He has submitted his grievances for revision of bill. 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 power supply to his lift irrigation point was disconnected from the year Nov-2015 to Feb-2025. For that fictitious bills, the arrear outstanding has been accumulated to ₹ 37,417.39p 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 Jan.-2015. The billing dispute raised by the complainant for the fictitious billing during transformer break-down period requires field verification for which seven days time may be allowed.

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

CO-OPTED MEMBER

MEMBER (Fin.)
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PRESIDENT

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Irr. consumer with a CD of 2.5 KW. As per record, the consumer has availed power supply since 05th Jan. 2015 and total outstanding upto Jul.-2025 is ₹ 37,417.39p. As complained by the complainant and submission of OP, it is observed by the Forum that,

The complainant disputed that due to burnt of transformer. He has not availed power supply from the year 2018 to Feb-2025 where the OP has raised fictitious bill during that period which requires to be withdrawn. 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 on 15th Sep. 2025 and submitted the report before the Forum on 18th Sep. 2025 and certified that the distribution transformer where the consumer is availing power supply was under break-down from Jul-2018 to 12th Mar. 2025. On 13th Mar. 2025, the consumer has deposited an amount of ₹ 13,000/- towards arrear outstanding, thereafter power supply has been restored on the same day i.e. 13th Mar. 2025. The inspection report dated 15th Sep. 2025 submitted by SDO-Loisingha has been taken into record.

From the above, it is clear evident that power supply to the consumer was under disconnection from Jul-2018 to 12th Mar. 2025 due to burnt of transformer. 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. While analysing the billing data, it came to the knowledge of the Forum that the consumer has availed power supply without meter and continued till Jul-2018 which is a gross negligence on the part of licensee and violates the OERC Regulation. Also, the licensee has made reconnection on 13th Mar. 2025 without installing meter and till date, the consumer is availing power supply without meter which is a **GROSS NEGLIGENCE** on the part of the licensee. In this instant case, the licensee is advised to enquire the matter and on which condition power supply has been restored without meter and is also continuing with same status till date.

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 Jul-2018 to 12th Mar. 2025 must be withdrawn as there was no power supply to the consumer premises. Only MMFC is to be charged as per CI-1 of the standard agreement executed by the petitioner with the opposite party.
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.PADIVEE
CO-OPTED MEMBER


P.K.SAHOO
MEMBER (Fin.)


K.B.SAHU
PRESIDENT

Copy to: -

1. Sri Neherulal Sahu, At/Po-Jharnipali, 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 → 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."