



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/

783⁶⁵

Dated, the

30/10/2025

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/497/2025																											
2	Complainant/s	Name & Address Sri Padmalochan Patel, For Late Radheshyam Patel, At-Buromunda, Po-Taliudar, Dist-Bolangir		Consumer No 911212340007	Contact No. 9937742462																								
3	Respondent/s	Name S.D.O (Elect.), No. II, TPWODL, Bolangir		Division Bolangir Electrical Division, TPWODL, Bolangir																									
4	Date of Application	13.09.2025																											
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) 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	23.09.2025	22.10.2025																										
9	Date of Order	30.10.2025																											
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: GRF, Bolangir

Appeared:

For the Complainant
For the Respondent

–Sri Padmalochan Patel
–Smt. Itishree Sahoo, OAG-II, Bolangir (Auth. Representative)
Sri Umasankar Swain, OAG-II, Bolangir (Auth. Rep.)

Complaint Case No. BGR/497/2025

Sri Padmalochan Patel,
For Late Radheshyam Patel,
At-Buromunda, Po-Taliudar,
Dist-Bolangir
Con. No. 911212340007

COMPLAINANT

-Versus-

Sub-Divisional Officer,
Electrical Sub-Division, No. II,
TPWODL, Bolangir

OPPOSITE PARTY

ORDER

(Dt.30.10.2025)

The complainant has appealed before the Forum on 13th Sep. 2025 which has been registered as Case no. 497/2025. The complainant has raised grievances with the following issues,

A) Waival of old electricity dues

B) Transfer of electricity connection to his name i.e. Padma Loachan Panda as he is the legal owner of the premises after his father

Accordingly, hearing date has fixed on 23rd Sep. 2025 and notice was served to both the parties to remain present with supportive documents on the said date.

HISTORY OF THE CASE

The Complaint petition filed by the representative of the consumer Shri Padma Lochan Patel who is a LT-Dom. consumer availing a CD of 1.5 KW. He has represented that the old dues pending against the said connection should be waived and the said connection should be transferred to his name.

The case was heard in detail.

PROCEEDING OF HEARING DATED: 23.09.2025

Appeared:

For the Complainant
For the Respondent

–Sri Padmalochan Patel
–Smt. Itishree Sahoo, OAG-II, Bolangir (Auth. Representative)

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SUBMISSION OF COMPLAINANT DURING HEARING

The complainant reiterated his grievances as stated above and requested before the Forum to consider his grievances.

SUBMISSION OF OPP. PARTY DURING HEARING

The OP represented that based on the consumer complaint it is found that the consumer is availing power supply prior to Apr-1999 to till date. The consumer is very much irregular in making payment. Since the year 2001 to 2024, he has made payment of ₹ 601/- only on 24th Sep. 2019 due to which the arrear has been accumulated.

Considering the above, the OP requested before the Forum to allow 7 days time to submit the physical verification report. Considering this, the Forum directed the OP to make field inspection and to submit a detailed report before the Forum.

Accordingly, the case was adjourned to 22nd Oct. 2025 and notice was served to both the parties to remain present with relevant documents on the said hearing date.

PROCEEDING OF HEARING DATED: 22.10.2025

Appeared:

For the Complainant –Sri Padmalochan Patel

For the Respondent –Sri Umasankar Swain, OAG-II, Bolangir (Auth. Rep.)

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant stated that he has nothing more to submit in regard to this case and represented to consider his grievances.

SUBMISSION OF OPP. PARTY DURING HEARING

The OP submitted the physical verification report done on 18th Oct. 2025 and certified that power supply to the consumer premises was under disconnection from 15th Mar. 2020 to 17th Feb. 2025. On 18th Feb. 2025, power supply to the consumer premises has been reconnected with arrear payment of ₹ 22,000/- & ₹ 177/- towards RC charges.

Considering the above, the OP requested before the Forum to consider this and pass order as deemed fit.

Hearing concluded.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 1.5 KW. As per record, the consumer has availed power supply prior to Apr-1999 and total outstanding upto Aug.-2025 is ₹ 88,389.88p. As complained by the complainant and submission of OP, it is observed by the Forum that,

As per billing data, the consumer has not made regular payment for which the arrear outstanding has been accumulated. Even if from the year 2002 to Jan-2025, the consumer has made a single payment of ₹ 601/- on 24th Sep. 2019. It is not understood, how the OP has allowed the consumer to avail electricity even no payment of the consumer. Secondly, as disputed by the consumer regarding disconnection of power supply to his premis from the year 2019 to 2025, the OP has made filed inspection on 18th Oct. 2025 and certified that power supply to the consumer

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MEMBER (Fin.)

PRESIDENT

premises was under disconnection from 15th Mar. 2020 to 17th Feb. 2025. Power supply to the consumer has been restored on 18th Feb. 2025 after payment of ₹ 22,000/- towards arrear and ₹ 177/- towards RC charges. The inspection report dated 18th Oct. 2025 submitted by the OP has been taken into record.

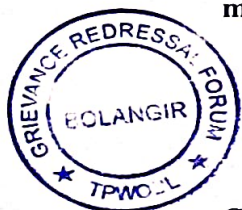
From the above, it is clearly evident that power supply to the consumer premises was under disconnection from 15th Mar. 2020 to 17th Feb. 2025. Hence, all bills raised during the disconnection period needs bill revision as per OERC Dist. (Conditions of Supply) Code 2019 to redress the consumer grievances.

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 energy bills raised to the consumer from 15th Mar. 2020 to 17th Feb. 2025 must be withdrawn as there was no power supply to the consumer premises. During that period, only MMFC and other statutory charges is to be charged.

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 Padmalochan Patel, At-Buromunda, Po-Taliudar, Dist-Bolangir-767065.
2. Sub-Divisional Officer, Electrical Sub-Division, No. II, TPWODL, Bolangir.
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:Bhojnagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."