



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/

729⁽⁵⁾

Dated, the

16/10/2025

Corum:

Er. Kumuda Bandhu Sahu

Sri Prasanta Kumar Sahoo

Sri Krupasindhu Padhee

-

President

-

Member (Finance)

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Co-Opted Member

1	Case No.	Complaint Case No. BGR/498/2025																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																								
		Sri Shiba Saltar, For Sri Jaraman Saltar, At-Umria, Po-Pipirda, Dist-Bolangir		911225140313	9556394687																								
3	Respondent/s	Name S.D.O (Elect.), No. II, TPWODL, Bolangir		Division Bolangir Electrical Division, TPWODL, Bolangir																									
4	Date of Application	16.09.2025																											
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	16.09.2025																											
9	Date of Order	16.10.2025																											
10	Order in favour of	Complainant	√	Respondent	Others																								
11	Details of Compensation awarded, if any.	Nil																											

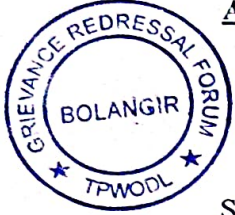
CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT



Place of Hearing: Camp Court at Kasabahal



Appeared:

For the Complainant
For the Respondent

–Sri Shiba Saltar
–Sri Sunil Kumar Swain, S.D.O (Elect.), No. II, Bolangir

Complaint Case No. BGR/498/2025

Sri Shiba Saltar,
For Sri Jaraman Saltar,
At-Umria, Po-Pipirda,
Dist-Bolangir
Con. No. 911225140313

-

COMPLAINANT

-Versus-

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

-

OPPOSITE PARTY

ORDER

(Dt.16.10.2025)

During Camp Court hearing at Kasabahal 33/11 KV Grid S/s on 16th Sep. 2025, the representative of the consumer Shri Shiba Saltar was present & Shri Sunil Kumar Swain, SDO, Balangir Sub-division-II was present as opposite party.

HISTORY OF THE CASE

The Complaint petition filed by the representative of the consumer Shri Shiba Saltar who is a LT-Dom. consumer availing a CD of 0.5 KW. He has disputed that he has availed power supply against the above-stated consumer no. since 22nd Aug. 2022 but the OP has raised energy bill from 04th May 2018 for which false bills have been generated from May-2018 to Jul-2022. He has appealed before the Forum for withdrawal of bills from May-2018 to Jul-2022 as he has not availing power supply during that period. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 16.09.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under ESO-REC section of Balangir-II Sub-division. The complainant represented that he has availed power supply from 22nd Aug. 2022 but the OP has raised false bills from May-2018 to Jul-2022 which needs to be withdrawn. For that false bills, the arrear has been accumulated to ₹ 4,258.29p upto Aug.-2025. The complainant raised dispute against the said period and requested before the Forum for suitable revision of bill.

CO-OPTED MEMBER

MEMBER (Fin.)
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PRESIDENT



PREVIOUS COMPLAINS IF ANY :

Letter no. nil, dated 21st May 2025 of the complainant addressed to ESO-REC section.

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 May-2018. The billing dispute raised by the complainant about the actual date of power supply 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-Dom. consumer with a CD of 0.5 KW. As per record, the consumer has availed power supply since 04th May 2018 and total outstanding upto Aug-2025 is ₹ 4,258.29p. 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 04th May 2018 but the consumer disputed that power supply to his premises has been given on 22nd Aug. 2022. Against that, the OP was asked seven days time to verify the matter and will make field inspection about the actual date of power supply. They have undertaken to submit a detailed report within 7 days before the Forum. As committed by OP, they have failed to submit the required report within the timeline as committed by them before the Forum. Again, the Forum reminded the OP through e-mail / WA for submission of data. After a good number of reminders, they have submitted the report on 09th Oct. 2025 where it is shown as the premises has been inspected on 23rd Sep. 2025. It is not understood why the OP has over-delayed for submitting the report. Due to such carelessness activity of OP, the matter is pending for a long time and justice for the complainant is getting delayed. The Forum is taking this as a serious note and warned the OP not to repeat this in future.

The Forum has directed to submit the inspection report with actual date of power supply but in the inspection report dated 23rd Sep. 2025 of OP, they have remained silent about the actual date of power supply with no remarks and observations. As the OP fails to submit the inspection report, the Forum is of the opinion that the OP is nothing to say in this regard and believes the statement of the complainant.

Hence, the bills disputed by the complainant needs to be revised under Cl-155 of 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 monthly bill raised to the complainant from 04th May 2018 to 21st Aug. 2022 must be withdrawn in total as power supply to the consumer has not been released and the actual date of power supply should be considered as 22nd Aug. 2022, accordingly the billing database must be updated.

Case is disposed off accordingly.

CO-OPTED MEMBER

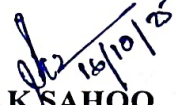
MEMBER (Fin.)

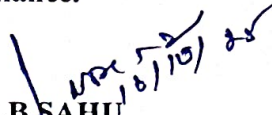
PRESIDENT



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.


K.S.PADHEE
CO-OPTED MEMBER


P.K.SAHOO
MEMBER (Fin.)


K.B.SAHU
PRESIDENT

Copy to: -

1. Sri Shiba Saltar, At-Umria, Po-Pipirda, 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:Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."