



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/ 730⁽⁵⁾

Dated, the 16/10/2025

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/499/2025																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																								
		Sri Kamalakanta Sa, At-Tandamunda, Po-Athgaon, Dist-Bolangir		911225300092	8260407069																								
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 border="1"><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 border="1"><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 - Sri Kamalakanta Sa

For the Respondent - Sri Sunil Kumar Swain, S.D.O (Elect.), No. II, Bolangir

Complaint Case No. BGR/499/2025

Sri Kamalakanta Sa,
At-Tandamunda, Po-Athgaon,
Dist-Bolangir
Con. No. 911225300092

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 consumer Shri Kamalakanta Sa was present & Shri Sunil Kumar Swain, SDO, Bolangir Sub-division-II was present as opposite party.

HISTORY OF THE CASE

The Complaint petition filed by the consumer Shri Kamalakanta Sa who is a LT-Dom. consumer availing a CD of 1.5 KW. He has disputed that power supply to his domestic premises has been disconnected since long but the OP has raised regular bills upto the year 2023. He has appealed before the Forum for withdrawal of bills during power supply disconnection period as he has not availed 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 Bolangir-II Sub-division. The complainant represented that power supply to his premises has been disconnected since long whereas the OP has raised monthly bills till Apr-2023. For that false bills, the arrear has been accumulated to ₹ 35,613.47p upto Apr.-2023. The complainant raised dispute against the said period and requested before the Forum for suitable revision of bill.

CO-OPTEED MEMBER

MEMBER (Fin.)

PRESIDENT



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 Mar.-2009. The billing dispute raised by the complainant about the actual date of disconnection 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

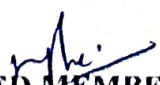
The consumer is a LT-Dom. consumer with a CD of 1.5 KW. As per record, the consumer has availed power supply since 12th Mar. 2009 and total outstanding upto Apr.-2023 is ₹ 35,613.47p., thereafter no bill has been generated. As complained by the complainant and submission of OP, it is observed by the Forum that,

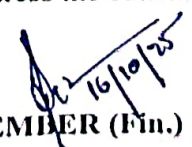
The complainant has disputed that power supply to his domestic premises has been disconnected since long whereas the OP has raised monthly bill till Apr-2023, thereafter the billing has been blocked and no subsequent monthly bill has been generated. Against that, the OP was asked seven day time to verify the matter and will make field inspection. They were undertaken to submit a detailed report within 7 days before the Forum. 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 inspection report dated 23rd Sep. 2025 submitted by SDO-II, Balangir has been taken into record.

The Forum has directed the OP to submit the inspection report with actual date of disconnection but in the inspection report dated 23rd Sep. 2025 of OP, a blank inspection report has been perused by OP where the Surveyor, ESO-REC Section & SDO has put their signature. It is a matter of concern that the OP is showing a callousness attitude towards the Forum and from this it is clearly understood how they are taking care of the consumer. For such attitude of OP, not only the image of TPWODL but also the goodwill of the company is hampering to a great extent. Also, the trust of the consumer upon TPWODL has been affected seriously. The Forum advised the licensee to take care in these issues and must take some exemplary steps for such non-activeness of OP.

As the OP fails to submit the actual date of disconnection, the Forum is of the opinion that the OP is nothing to say in this regard and believes the statement of the complainant. The Forum analysed the billing ledger and found that actual billing has been done till Nov-2014 with actual meter reading. Thereafter, average billing has been done with a remark of "NEGATIVE READING." Hence, it is assumed that power supply was existing till Nov-2014.

Hence, the bills disputed by the complainant needs to be revised under CI-155 of OERC Dist. (Conditions of Supply) Code 2019 to redress the consumer grievances.


CO-OPTED MEMBER


MEMBER (Fin.)


PRESIDENT

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.



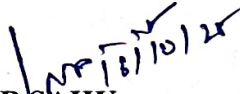
1. The consumer must be tagged under PDC category under CI-49 (vi) of OERC Distribution (Conditions of Supply) Code 2019.
2. The monthly bill raised to the complainant from Dec-2014 to Apr-2023 must be withdrawn as power supply to the consumer premises is under disconnection. A final bill should be raised upto Nov-2014 alongwith MMFC and other statutory charges upto Jan-2015 and served to the consumer for making payment by the consumer.
3. DPS is to be levied as per OERC Regulation.
4. 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.B. SAHU
PRESIDENT

Copy to: -

1. Sri Kamalakanta Sa, At-Tandamunda, Po-Athgaon, Dist-Bolangir-767002.
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."