



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/

731⁵

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/501/2025																										
2	Complainant/s	Name & Address	Consumer No	Contact No.																								
		Sri Suresh Dang, At-Gadaramunda, Po-Daspur, Dist-Bolangir	911225190689	9337756990																								
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 Suresh Dang
For the Respondent - Sri Sunil Kumar Swain, S.D.O (Elect.), No. II, Bolangir

Complaint Case No. BGR/501/2025

Sri Suresh Dang,
At-Gadaramunda, Po-Daspur,
Dist-Bolangir
Con. No. 911225190689

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 Suresh Dang 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 consumer Shri Nandi Mishra who is a LT-Dom. consumer availing a CD of 0.5 KW. He has represented that he has not availed power supply against the above-stated consumer no. since the beginning but energy bills have been raised since Sep.-2018 and appealed before the Forum for withdrawal of bills as he is not availing power supply. 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 not availed power supply since the beginning but energy bills are being served regularly. For that false bills, the arrear has been accumulated to ₹ 27,277.70p 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 Sep.-2018. 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.

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

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MEMBER (Fin.)

PRESIDENT



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 30th Sep. 2018 and total outstanding upto Aug-2025 is ₹ 27,277.70p. 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 30th Sep. 2018 but the consumer disputed that power supply to his premises has not been given since the beginning. Against that, the OP was asked seven day time to verify the matter and will make field inspection. 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. The OP inspected the premises the premises on 23rd Sep. 2025 and submitted the report alongwith meter photo and certified that the power supply to the consumer premises was not given since the beginning and as per meter photo, the CMR is 0 (zero). Also, they have found that the consumer is availing power supply in the same premises by unauthorisedly from the nearby premises having con. No. 9112-2533-0168 which attracts CI-88 & 159, 160 & 161 of OERC Dist. (Conditions of Supply) Code 2019.

CI-88 & 159, 160 & 161 of OERC Dist. (Conditions of Supply) Code 2019 has narrated below,

"Safety of Installation

88. All actions, procedures and practices shall be governed by CEA (Measures relating to Safety and Electric Supply) Regulations, 2010 and amendments thereto. Without prejudice to any other action available under the law and under this Code, supply may be disconnected, if it constitutes an immediate danger to the safety of the installation or personnel."

ASSESSMENT OF UNAUTHORISED USE AND THEFT OF ELECTRICITY

159. On an inspection of any place or premises or after inspection of the equipment, gadgets, machines, devices found connected or used, or after inspection of records maintained by any person, the Assessing Officer on conclusion that such person is indulging in unauthorised use of electricity, shall provisionally assess to the best of his judgement the electricity charges payable by such person or by any other person benefitted by such use.

The Assessing Officer while on inspection of the premise may video graph and / or take photograph of the method of such unauthorised use or take dump report for the purpose of evidence to be produced in the Appellate Forum.

160. If, however, the period during which such unauthorised use of electricity has taken place cannot be ascertained, such period shall be limited to 12 months preceding to the date of inspection. The period of assessment may be arrived at after taking into consideration the following guidelines or any combination thereof.

- a. Actual period from the date of commencement of supply to the date of detection of unauthorised use;***
- b. Actual period from the date of replacement of component of metering system in which the evidence is detected to the date of detection of unauthorised use;***
- c. Actual period from the date of previous checking of installation by the licensee/supplier's authorised personnel to date of detection of unauthorised use;***
- d. Meter Reading Instrument (MRI) data/dump report should be considered wherever available;***
- e. Based on the valid document produced by the person indulged in unauthorised use of electricity.***

f. In case a consumer has requested for change in category of load or contract demand or connected load or similar requests, the licensee/supplier shall decide such application before

CO-OPTED MEMBER

MEMBER (Pln.)

PRESIDENT

any assessment.

161. After establishing the duration or period of unauthorised use, the Assessing Officer shall prepare provisional assessment order on applicable tariff in the prescribed format as per the Electricity (Amendment) Act, 2007 and any subsequent amendments, and serve on the person under proper receipt. The Assessing Officer as notified by the Govt. shall assess the energy consumption as per the assessment formula given below:

Units assessed = $L \times H \times F$

L = Connected load found in the consumer premises during the course of inspection in KW;

H = Nos. of hours of the period of assessment as ascertained in the preceding paragraph;

F = Load factor as has been prescribed for collection of security deposit in Regulation 52.

Provided that no assessment shall be made merely because of connected load is different from the contracted load when the meter is in working condition and/or any application for change in load, category or replacement of defective meter is pending with the licensee/supplier.

The provisional assessment shall be valid for 30 days from the date of service of such order, unless confirmed in final assessment order within the above period issued as per law. The final assessment order shall be acknowledged by the consumer.

The inspection report dated 23rd Sep. 2025 submitted by SDO-II, Balangir has been taken into record.

From the above, it is clear evident that power supply to the complainant has not been released from the beginning and fictitious bills are being raised till date. Hence, the bills raised till date needs bill revision as per OERC Dist. (Conditions of Supply) Code 2019 to redress the consumer grievances.

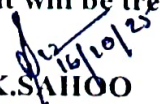
In view of above facts and circumstances and after going through the documents submitted by both the parties, the Forum pronounces the following order as per regulations of the OERC Distribution (Conditions of Supply) Code 2019.

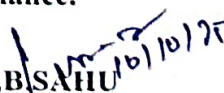
1. The energy bills raised to the consumer from 30th Sep. 2018 to till date must be withdrawn as there is no power supply to the consumer premises. Also, the consumer no. must be tagged with PDC category.
2. The OP has the liberty to initiate action against cons. no. 9112-2533-0168 for such unauthorised extension of power supply under CI-88, 159, 160 & 161 of OERC Dist. (Conditions of Supply) Code 2019.

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 Suresh Dang, At-Gadaramunda, Po-Daspur, 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."