

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/ 770⁽⁵⁾

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/527/2025																										
2	Complainant/s	Name & Address Sri Amit Kumar Sahu, For Sri Bijay Kumar Sahu, At-Hariharpur, Po-Khari, Dist-Sonepur	Consumer No 915001033631	Contact No. 9778891219																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Sonepur	Division Sonepur Electrical Division, TPWODL, Sonepur																									
4	Date of Application	09.10.2025																										
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	09.10.2025																										
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: Camp Court at Khari

Appeared:

For the Complainant -Sri Amit Kumar Sahu
For the Respondent -Sri Manas Ku. Mahapatra, I/c S.D.O (El.), Sonapur

Complaint Case No. BGR/527/2025

Sri Amit Kumar Sahu,
For Sri Bijay Kumar Sahu,
At-Hariharpur, Po-Khari,
Dist-Sonepur
Con. No. 915001033631

- COMPLAINANT

-Versus-

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

- OPPOSITE PARTY

ORDER
(Dt.30.10.2025)

During Camp Court hearing at Khari Section office on 09th Oct. 2025, the representative of the consumer Shri Amit Kumar Sahu was present & Shri Manas Kumar Mahapatra, I/c SDO-Sonepur Sub-division was present as opposite party.

HISTORY OF THE CASE

The Complaint petition filed by the consumer Shri Amit Kumar Sahu who is a LT-Irr. consumer availing a CD of 2.5 KW. He has disputed that power supply to his premises was under disconnection from Jul-2021 to 27th Jan. 2025 but energy bills have been raised regularly and appealed before the Forum for withdrawal of bills during power supply disconnection period. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 09.10.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Khari section of Sonapur Sub-division. The complainant represented that power supply to his irrigation point was under disconnection from Jul-2021 to 27th Jan. 2025 but during that period the OP has raised monthly bill regularly. For that fictitious bills, the arrear outstanding has been accumulated to ₹ 33,331.13p upto Sep-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 Oct-2017. The billing dispute raised by the complainant for the billing done during power supply disconnection period i.e. from Jul-2021 to 27th Jan. 2025 requires field verification for which seven days time may be allowed.

CO-OPTED MEMBER

MEMBER (Fin.)
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PRESIDENT

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-Irr. consumer with a CD of 2.5 KW. As per record, the consumer has availed power supply since 05th Oct. 2017 and arrear outstanding upto Sep.-2025 is ₹ 33,331.13p. As complained by the complainant and submission of OP, it is observed by the Forum that,

The complainant disputed that power supply to his lift irrigation point was under disconnection from Jul-2021 to 27th Jan. 2025. During that period, the OP has billed regularly for which the arrear outstanding has been accumulated to ₹ 33,331.13p upto Sep.-2025. 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 the premises on 23rd Oct. 2025 and submitted the report before the Forum on 28th Oct. 2025 and certified that power supply to the consumer was under disconnection and reconnected on Feb.-2025 but they failed to provide the disconnection date. Also from the billing data, it is seen that a new meter has been installed on 03rd Mar. 2025 with meter sl. no. TWSC59034269. In the field verification report of OP, they failed to submit any document or written version about the disconnection date. In absence of same, the Forum believes the statement of complainant and accordingly the disconnection period is to be considered as Jul-2021 to 27th Jan. 2025. The inspection report dated 23rd Oct. 2025 submitted by ESO-Khari has been taken into record.

From the above, it is clear evident that power supply to the consumer premises was under disconnection from Jul-2021 to 27th Jan. 2025. 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.

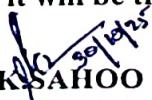
In view of above facts and circumstances and after going through the documents submitted by both the parties, the Forum pronounces the following order as per regulations of the OERC Distribution (Conditions of Supply) Code 2019.

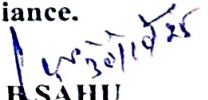
- 
1. The energy bills raised to the consumer from Jul.-2021 to 27th Jan. 2025 must be withdrawn as there was no power supply to the consumer premises. Only MMFC and other statutory charges to be levied as per OERC Regulation.
 2. DPS is to be levied as per OERC Regulation.
 3. All sundries and adjustments 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. PADHEE
CO-OPTED MEMBER


P.K. SAHOO
MEMBER (Fin.)


K.B. SAHU
PRESIDENT

Copy to: -

1. Sri Amit Kumar Sahu, At-Hariharpur, Po-Khari, Dist-Sonepur-767016.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Sonepur.
3. DFM/ AFM/ JFM, Sonepur Electrical Division, TPWODL, Sonepur.
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."