



GRIEVANCE REDRESSAL FORUM, BOLANGIR

(Infront of Children's Park),

BOLANGIR-767001, Tel./Fax:-(06652) 235741

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Bench: Er. Kumuda Bandhu Sahu (President),

Sri Prasanta Kumar Sahoo (Member (Finance)), Sri Krupasindhu Padhee, (Co-Opted Member)

Memo No.GRF/BGR/Order/

772

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/543/2025																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																								
		Smt. Jyotirmayee Acharya, C/o-Motel Janata, Industrial Estate, At-Rinbachan, Po/Dist-Bolangir		911210216627	9348904908																								
3	Respondent/s	Name S.D.O (Elect.), No. II, TPWODL, Bolangir		Division Bolangir Electrical Division, TPWODL, Bolangir																									
4	Date of Application	16.10.2025																											
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)</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)	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	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 -Smt. Jyotirmayee Acharya
For the Respondent -Sri Umashankar Swain, OAG-II (Auth. Representative)

Complaint Case No. BGR/543/2025

Smt. Jyotirmayee Acharya,
C/o-Motel Janata, Industrial Estate,
At-Rinbachan, Po/Dist-Bolangir
Con. No. 911210216627

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 16th Oct. 2025 which has been registered as Case no. 543/2025. The complainant has raised grievances with the following issues,

- A) OP cannot claim arrear for more than two years as per Sec-56 (2) of Electricity Act 2003
- B) Claim of arrear by OP for more than nine years at one time
- C) Deficiency in service
- D) Installment facility under OERC Supply Code for payment of arrear outstanding
- E) Past supplier liability

Accordingly, hearing date has fixed on 22nd Oct. 2025 and notice has 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 consumer Mrs. Jyotirmayee Acharya who is a LT-GPS., single phase supply consumer availing a CD of 2.5 KW. The consumer is running a Motel in the name of "Motel Janata" at Industrial Estate, Bolangir. He has availed power supply since 27th Nov. 2013. As per submission of the complainant, the motel remains completely closed for nine years and re-opened only two months ago. Till Aug-2025, the total arrear outstanding was ₹ 1,74,608.97p which is disputed by the consumer and submitted that the OP has raised false bills during disconnection period. The complainant seeks relief with the followings,

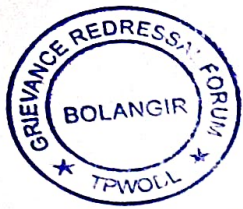
- A) Waive of penalty & interest i.e. charging of actual consumption amount
- B) Allow of installment on the revised bill
- C) Segregation of arrear between pre & post TPWODL period

The case was heard in detail.

CO-OPTED MEMBER

MEMBER (Fin.)
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PRESIDENT



PROCEEDING OF HEARING DATED : 22.10.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under REC Section of Balangir-II Sub-division. The complainant reiterated his grievances as stated in his application and submitted before the Forum that his grievances should be considered and necessary direction is to be issued to the OP so that it will be feasible on his part to clear the pending dues.

PREVIOUS COMPLAINS IF ANY :

No records available.

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-1 ph. GPS consumer availing power supply since 27th Nov. 2013. The complaint made by the consumer is not based on facts. The consumer is availing power supply to his commercial premises uninterruptedly since beginning and there is no disconnection activity done. Provisional billing was done from Dec-2019 to Jan-2022 which has been rectified in the bill of Feb-2022 and all provisional bills has been withdrawn. A bill revision of recasting has been done on 06th Oct. 2025 and withdrawn ₹ 16,039.01p from the arrear outstanding. The CMR on 20th Oct. 2025 is "25443" where the same meter has been installed from the date of power supply and is still continuing.

Considering the above, the OP requested before the Forum to reject the petition of complainant and to pass order as deemed fit.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Single phase GPS. consumer with a CD of 2.5 KW. The consumer has availed power supply since 27th Nov. 2013. As submitted by the complainant and submission of OP, it is observed by the Forum that,

1. The complainant cited Sec-56 (2) of Electricity Act 2003 for claiming of dues more than 2 years which is to be waived.

The OP responded and submitted before the Forum that all the bills have been raised on monthly basis for which Sec-56 (2) of Electricity Act 2003 is not applicable in this case.

The Forum has gone through the billing ledger submitted by the OP. Sec-56 (2) of Electricity Act 2003 as referred by the complainant is extracted below,

"Notwithstanding anything contained in any other law for the time being in force, no sum due from any consumer, under this section shall be recoverable after the period of two years from the date when such sum became first due unless such sum has been shown continuously as recoverable as arrear of charges for electricity supplied and the licensee shall not cut off the supply of the electricity."

The OP has raised all energy bills on monthly basis from the date of power supply to till date. Hence, Sec-56 (2) of Electricity Act 2003 is not applicable here and the petition of complainant does not hold good.

2. The complainant submitted that no timely disconnection has been done for nine years and sudden charge of huge amount is against principle of natural justice.

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

The OP responded and submitted all bills have been raised on monthly basis. Against that bill, the consumer has made payment in six instances i.e. ₹ 114/- on 25.12.2013, ₹ 200/- on 16.02.2025, ₹ 5,576/- on 04.09.2025, ₹ 4,200/- on 25.09.2025, ₹ 10,000/- on 25.09.2025 & ₹ 6,000/- on 26.09.2025. As the complainant is using electricity, he has to pay the monthly bill as well as arrear outstanding. So there is no violation of principle of natural justice.

The Forum has gone through the version of both the parties and of the opinion that the consumer is using electricity regularly without paying monthly bill in a regular manner. The consumer is availing power supply since last 12 years and he is irregular in payment of electricity bill. As an example, he has not made any payment from Jan-2014 to Jan.-2025 i.e. 11 years. Also, the OP has not discharged his duties properly and allow the consumer to avail power supply without any payment for continuously 11 years. The OP is hereby advised to take care in such type of cases to avoid accumulation of arrear outstanding.

3. The complainant submitted that there is deficiency of services of OP.

The OP responded and submitted all bills have been raised on monthly basis. Due to non-payment of consumer in due time, DPS has been levied as per OERC Distribution (Conditions of Supply) Code 2004 & 2019. There is no penalty has been levied in the bill as claimed by the complainant.

The Forum has gone through the billing ledger and found that only DPS has been levied as applicable in line with OERC Regulation Code. Hence, the complaint of the complainant regarding imposition of penalty is not based on facts.

4. The complainant submitted that there should be installment under OERC Supply Code.

The OP submitted that considering the representation of the consumer, instalment has been allowed in Sep.-2025 as per TPWODL guidelines. The consumer has deposited the 1st instalment in due time and thereafter not paid the subsequent instalment which is in violation of instalment order.

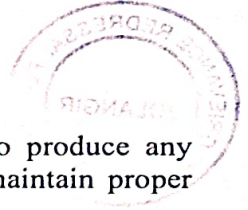
The Forum has gone through the submission of both parties and observed that though instalment has been allowed by OP for which the consumer has made payment of good amount in Sep.-2025 but not able to submit any instalment order before the Forum. In this instant case, CI-153 of OERC Supply Code is extracted below,

"Payment of bills by instalments may be granted by the licensee/supplier to the senior citizens and disabled in the Domestic category on request and on production of proof. In respect of others, the facility may be granted at the discretion of the designated authority of licensee/supplier. Grant of instalments shall not affect the liability of the consumer to pay delayed payment surcharge till full clearance of the arrears. Consumers availing instalment facilities shall not be eligible to avail rebate. The licensee/supplier may authorise the designate the authority to grant instalment facilities. Instalment facility shall be limited to twice in a year which cannot be availed simultaneously."

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT



The OP has exercised CI-153 of OERC Supply Code but unable to produce any instalment order before the Forum. The Forum advised the OP to maintain proper document while allowing instalment facilities.

5. The complainant submitted that the existing company cannot claim past supplier liability.

The OP submitted that the petition of the complainant is not based on documents and hence the complainant is liable to pay the arrear outstanding.

The Forum is of the opinion that as per guideline of Hon'ble OERC, the consumer has to pay his arrear outstanding in total and there should not be any differentiation of Govt. and other company. Hence, the complaint of the complainant is not acceptable.

6. Regarding Provisional billing for the period Dec-2019 to Jan-2022, meter reading has been captured in the bill of Feb.-2022 and all provisional bills has been withdrawn. Also, the OP has done a bill revision by way of recasting and withdrawn ₹ 16,039.01p from the arrear outstanding on 06th Oct. 2025.

7. During the course of hearing, the complainant admitted before the Forum that the premises earlier used on rental basis by another person for a long period. The tenant has not paid the monthly electricity bill for which the arrear has been accumulated.

The OP submitted that power supply given to the premises owned by Smt. Jyotirmayee Achraya. Any rent agreement of the premises is the business between the tenant and owner of the premises. Hence, any outstanding dues is the liability of the owner of premises.

The Forum observed this and found that the statement of the OP is correct and hence Smt. Jyotirmayee Achraya is liable to pay the arrear outstanding.

8. The consumer has not paid the monthly bill due to which the arrear outstanding has been accumulated to ₹ 1,74,608.97p as on Sep.-2025.

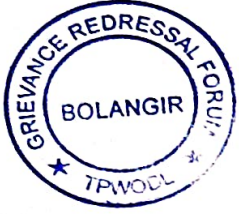
In view of above facts and circumstances and after going through the documents submitted by both the parties, the Forum pronounces the following order as per regulations of the OERC Distribution (Conditions of Supply) Code 2019.

The energy bill raised by the consumer is of no error. The accumulation of arrear outstanding is only due to non-payment of energy bill in due time by the consumer. As the complaint of the complainant is not based on facts, the petition is hereby rejected. The complainant is directed to clear the arrear outstanding of the licensee. The Forum advised the OP to allow suitable installment on the arrear outstanding to the complainant if the complainant desires and the complainant has to adhere the same.

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT



Case is disposed off accordingly.

[Signature]
K.S.PADHEE
CO-OPTED MEMBER

[Signature] 30/10/25
P.K.SAHOO
MEMBER (Fin.)

[Signature] 30/10/25
K.B.SAHU
PRESIDENT

Copy to: -

1. Smt. Jyotirmayee Acharya, C/o-Motel Janata, Industrial Estate, At-Rinbachan, Po/Dist-Bolangir-767001.
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:Bhoiagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."