



## 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/ 970

Dated, the 30/09/2024

**Corum:** Er. Kumuda Bandhu Sahu - President  
Sri Prasanta Kumar Sahoo - Member (Finance)  
Sri Krupasindhu Padhee - Co-Opted Member

1	Case No.	Complaint Case No. BGR/566/2024		
2	Complainant/s	Name & Address Sri Kanista Sa, For Sri Ekadasia Sa, At-Ainlapali, Po-Nagaon (A), Dist-Bolangir	Consumer No 911312120946	Contact No. 9556633792
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Loisingha	Division Bolangir Electrical Division, TPWODL, Bolangir	
4	Date of Application	23.08.2024		
5	In the matter of-	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) -		
6	Section(s) of Electricity Act, 2003 involved			
7	OERC Regulation(s) with Clauses	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		
8	Date(s) of Hearing	23.08.2024		
9	Date of Order	30.09.2024		
10	Order in favour of	Complainant <input checked="" type="checkbox"/>	Respondent <input type="checkbox"/>	Others <input type="checkbox"/>
11	Details of Compensation awarded, if any.	Nil		

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

**Place of Hearing:** Camp Court at Kendumundi

**Appeared:**

**For the Complainant** -Sri Kanista Sa  
**For the Respondent** -Sri Abanikanta Maharana, S.D.O (Elect.), Loisingha

**Complaint Case No. BGR/566/2024**

Sri Kanista Sa,  
For Sri Ekadasia Sa,  
At-Ainlapali,  
Po-Nagaon (A),  
Dist-Bolangir  
Con. No. 911312120946

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**



**ORDER**  
**(Dt.30.09.2024)**

**HISTORY OF THE CASE**

The Complainant is a LT-Dom. consumer availing a CD of 0.5 KW. He was disputed that though he has availed power supply in the year 2022 but energy bills have been raised from Jul.-2019 and appealed before the Forum for withdrawal of bills during no power supply period i.e. Jul-2019 to the year 2022. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

**PROCEEDING OF HEARING DATED : 23.08.2024**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Agalpur section of Loisingha Sub-division. The complainant represented that he was served with false bills from Jul.-2019 to 2022 where he has not availed power supply. For that false bills, the arrear has been accumulated to ₹ 6,468.72p upto Aug.-2024. 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 without relevant documents. On defence, he intimated that the consumer is a LT-Dom consumer availing power supply since Jul.-2019. The billing dispute raised by the complainant for the false billing from Jul-2019 to 2022 needs field verification. As the matter is quite old, the OP asked for seven day time to submit the report.

Considering the above, the OP requested before the Forum to pass order as deemed fit.

**CO-OPTED MEMBER**

**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 20<sup>th</sup> Jul. 2019 and the arrear outstanding upto Aug-2024 is ₹ 6,468.72p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. As per billing record, power supply has released on 20<sup>th</sup> Jul. 2019 whereas the consumer stated that he has availed power supply during the year 2022. Hence, the Forum directed the OP to make a field verification and must submit a report within seven days.

The OP failed to submit within the scheduled time for which a series of reminders were given to submit the required documents at the earliest. Finally, the OP has made a field inspection on 23<sup>rd</sup> Sep. 2024 and reported that P/s to the said consumer has been released on 08<sup>th</sup> Aug. 2021 with meter no. 5048458. The report submitted by SDO-Loisingha dated 23<sup>rd</sup> Sep. 2024 has taken into record.

From the above report dated 23<sup>rd</sup> Sep. 2024, it is observed that power supply to the consumer has been released on 08<sup>th</sup> Aug. 2021 where all bills raised prior to that is false billing and needs to be withdrawn.

2. On scrutiny of the documents, it is observed by the Forum that the bills raised during no supply period needs bill revision under CI-155 & 157 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.

1. The energy bills raised to the consumer from 20<sup>th</sup> Jul. 2019 to 07<sup>th</sup> Aug. 2021 must be withdrawn as there was no power supply to the consumer premises.
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 Kanista Sa, At-Ainlapali, Po-Nagaon (A), Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Loisingha.
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](http://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:Bhoingar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."**