

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/

806/5

Dated, the

14/11/2025

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/569/2025																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																								
		Sri Ashok Naik, At/Po-Ulba, Via-Patnagarh, Dist-Bolangir		912001025241	6371083688																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Patnagarh		Division Titilagarh Electrical Division, TPWODL, Titilagarh																									
4	Date of Application	12.11.2025																											
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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6. Others																													
8	Date(s) of Hearing	12.11.2025																											
9	Date of Order	14.11.2025																											
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 Patnagarh



Appeared:

For the Complainant - Sri Ashok Naik
For the Respondent - Sri Debadatta Mahapatra, S.D.O (Elect.), Patnagarh

Complaint Case No. BGR/569/2025

Sri Ashok Naik,
At/Po-Ulba, Via-Patnagarh,
Dist-Bolangir
Con. No. 912001025241

-

COMPLAINANT

-Versus-

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

-

OPPOSITE PARTY

ORDER
(Dt.14.11.2025)

During Camp Court hearing at Patnagarh Sub-division Office on 12th Nov. 2025, the consumer Shri Ashok Nayak was present & Shri Debadatta Mohapatra, SDO-Patnagarh was present as opposite party.

HISTORY OF THE CASE

The Complaint petition filed by the consumer Shri Ashok Nayak who is a LT-Irr. consumer availing a CD of 2.5 KW. He has disputed that he has availed power supply in the year 2019 but energy bills have been raised since Dec-2014 and appealed before the Forum for withdrawal of bills during no power supply period. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 12.11.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under ESO-I section of Patnagarh Sub-division. The complainant represented that power supply to his irrigation point has been given in the year 2019 but the OP has raised fictitious bills since Dec-2014. For that fictitious bill, the arrear outstanding has been accumulated to ₹ 44,166.89p 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 Dec-2014. The billing dispute raised by the complainant for the billing done during non-availing power supply period is a genuine dispute. The complainant was appealed the matter before Lift Irrigation office, Balangir and as certified by them power supply to the consumer L.I. point has been energized during the year 2016.

CO-OPTED MEMBER

MEMBER (Fin.)
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PRESIDENT

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

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 22nd Dec. 2014 and arrear outstanding upto Sep.-2025 is ₹ 44,166.89p. 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 has been released during the year 2019. During that period i.e. from 22nd Dec. 2014 to the year 2018, the OP has billed fictitious bills regularly for which the arrear outstanding has been accumulated to ₹ 44,166.89p upto Sep.-2025. The OP has also agreed with the consumer complaint and requested before the Forum to consider the grievances of the consumer as it is a genuine dispute.

The Forum has gone through the documents submitted by both the parties. The complainant has submitted the letter of Asst. Engineer, Lift Irrigation Office, Balangir vide his letter no. 1254, dated 11th Jul. 2023 where the concerned department has certified that the beneficiary could not deposit his beneficiary share of ₹ 19,000/- for which the project was delayed (letter copy has been taken into record). Finally, he has deposited on 02nd Mar. 2016. Thereafter, the said LI point has been energized.

From the above, it is clear evident that power supply to the consumer premises has been released after 02nd Mar. 2016. Hence, the bills raised during non-availing power 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 22nd Dec. 2014 to 02nd Mar. 2016 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.

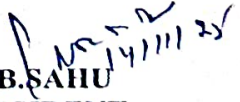
Compliance report must be submitted to the Forum by the opposite party within one month after receipt of GRF order otherwise it will be treated as non-compliance.


K.S. PADHEE

CO-OPTED MEMBER


P.K. SAHOO

MEMBER (Fin.)


K.B. SAHU

PRESIDENT

Copy to: -

1. Sri Ashok Naik, At/Po-Ulba, Via-Patnagarh, Dist-Bolangir-767041.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Patnagarh.
3. DFM/ AFM/ JFM, Titilagarh Electrical Division, TPWODL, Titilagarh.
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."