



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. Sambit Kumar Nanda (President),

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

Memo No.GRF/BGR/Order/ 850

Dated, the 08/12/2025

Corum:

Er. Sambit Kumar Nanda
Sri Prasanta Kumar Sahoo
Sri Krupasindhu Padhee

- President
- Member (Finance)
- Co-Opted Member

1	Case No.	Complaint Case No. BGR/577/2025																										
2	Complainant/s	Name & Address Smt. Surjyakanti Bishi, For Anganbadi Antapali, At-Antapali, Po-Chinajuri, Via-Dunguripali, Dist-Sonepur	Consumer No 915302121604	Contact No. 8658249544																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Binka	Division Sonepur Electrical Division, TPWODL, Sonepur																									
4	Date of Application	18.11.2025																										
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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8	Date(s) of Hearing	18.11.2025																										
9	Date of Order	08.12.2025																										
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 Cherupali



Appeared:

For the Complainant
For the Respondent

–Smt. Surjyakanti Bishi
–Sri Ashim Akash Mohanty, Jr. Accountant (Representative)

Complaint Case No. BGR/577/2025

Smt. Surjyakanti Bishi,
For Anganbadi Antapali,
At-Antapali, Po-Chinajuri,
Via-Dunguripali, Dist-Sonepur
Con. No. 915302121604

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER

(Dt.08.12.2025)

During Camp Court hearing at Cherupali on 18th Nov. 2025, the representative of the consumer Smt. Surjyakanti Bishi was present & Shri Asim Akash Mohanty, Jr. Accountant, Binka Sub-division was present on behalf of opposite party.

HISTORY OF THE CASE

The Complaint petition filed by the consumer Smt. Surjyakanti Bishi (AWW) who is a LT-Dom. consumer availing a CD of 1 KW. She has disputed that power supply to the said anganbadi centre has been given during the year 2023-24 but the OP has raised false bill since Jun-2018 and appealed before the Forum for withdrawal of all 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 : 18.11.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Cherupali section of Binka Sub-division. The complainant represented that the anganbadi centre has availed power supply in the year 2023-24 but the OP has been raised false energy bill since Jun-2018 where power supply has not been given. For that false bills, the arrear has been accumulated to ₹ 38,115.96p upto Oct-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 Jun.-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.

CO-OPTED MEMBER

MEMBER (Fin.)

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-Dom. consumer with a CD of 1 KW. As per record, the consumer has availed power supply since 30th Jun. 2018 and total outstanding upto Oct-2025 is ₹ 38,115.96p. 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 Jun. 2018 where the consumer disputed that power supply to his premises has been released in the year 2023-24. Against that, the OP was asked seven days time to verify the matter and will make field inspection. They have undertaken to submit a detailed report within 7 days before the Forum. Off-late, the OP inspected the premises on 01st Dec. 2025 and submitted the report before the Forum on 03rd Dec. 2025 and certified that the consumer has availed power supply on 07th Dec. 2023. The inspection report dated 01st Dec. 2025 submitted by ESO-Cherupali has been taken into record. From the above report, it is clear that the consumer has availed power supply since 07th Dec. 2023.

The Forum analysed the billing ledger and observed that power supply has been used for ANGANBADI centre where billing tariff is being done under DOM category. The Forum finds that there is some error with billing tariff which needs to be rectified as per CI-138 (i) of OERC Dist. (Conditions of Supply) Code 2019. The extracts of CI-138 (i) is stated below,

(i) Specified Public Purpose :

"This category relates to supply of power to (a) religious institutions managed by the Government/without any commercial activity, (b) educational institutions/training institutions (including their hostels) managed by the Government, (c) hospitals, dispensaries and primary health centres managed by Government, local bodies and charitable institutions (recognised as such by Income Tax Dept.), (d) electric crematorium and (e) non-commercial sports organisations managed by the Government/without any commercial activity".

Also, it is seen that the consumer has not made a single payment from the date of power supply to till date. The Forum has taken this as a **SERIOUS NOTE** and advised the OP to intimate the Govt. authority for making payment of revised arrear outstanding. Also, the complainant is directed to arrange funds from the concerned govt. department to clear the revised arrear outstanding within schedule time to avail uninterrupted power supply.

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 Jun. 2018 to 06th Dec. 2023 must be withdrawn as there was no power supply to the consumer premises.
2. The existing billing tariff must be examined in line with CI-138 (i) of OERC Regulation Code 2019.
3. DPS is to be levied as per OERC Regulation.
4. All sundries and adjustments are to be considered during the above revision period.

Case is disposed off accordingly.


CO-OPTED MEMBER


MEMBER (Fin.)


PRESIDENT



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.)


S.K. NANDA
PRESIDENT

Copy to: -

1. Smt. Surjyakanti Bishi, At-Antapali, Po-Chinajuri, Via-Dunguripali, Dist-Sonepur-767023.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Binka.
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."