



GRIEVANCE REDRESSAL FORUM, BOLANGIR

(Infront of Children's Park),

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

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Bench: Er. Sambit Kumar Nanda (President),

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

Memo No.GRF/BGR/Order/ 653

Dated, the 08/12/2025

| | | | |
|----------------------|--------------------------|---|------------------|
| <u>Corum:</u> | Er. Sambit Kumar Nanda | - | President |
| | Sri Prasanta Kumar Sahoo | - | Member (Finance) |
| | Sri Krupasindhu Padhee | - | Co-Opted Member |

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|----|--|---|--|---|-------------|--|--|
| 1 | Case No. | Complaint Case No. BGR/583/2025 | | | | | |
| 2 | Complainant/s | Name & Address | | Consumer No | Contact No. | | |
| | | Sri Sanuja Padhan, At/Po-Kalapathar, Via-Ulunda, Dist-Sonepur | | 915202113687 | 7873703765 | | |
| 3 | Respondent/s | Name S.D.O (Elect.), TPWODL, B.M.Pur | | Division Sonepur Electrical Division, TPWODL, Sonepur | | | |
| 4 | Date of Application | 20.11.2025 | | | | | |
| 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 | 20.11.2025 | | | | | |
| 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) *JK 08/14/25*

A handwritten signature in blue ink, appearing to read 'President', is written over the word 'PRESIDENT' in a bold, black, sans-serif font.



Place of Hearing: Camp Court at Ulunda

Appeared:

For the Complainant - Sri Sanuja Padhan
For the Respondent - Sri Somanath Seth, S.D.O (Elect.), B.M.Pur

Complaint Case No. BGR/583/2025

Sri Sanuja Padhan,
At/Po-Kalapathar, Via-Ulunda,
Dist-Sonepur
Con. No. 915202113687

COMPLAINANT

Sub-Divisional Officer,
Electrical Sub-Division,
TPWODL, B.M.Pur

OPPOSITE PARTY

ORDER
(Dt.08.12.2025)

During Camp Court hearing at Ullunda Section office on 20th Nov. 2025, the consumer Sri Sanuja Padhan was present & Shri Somanath Seth, SDO-B M Pur was present as opposite party.

HISTORY OF THE CASE

The Complaint petition filed by the consumer Shri Sanuja Padhan who is a LT-Dom. consumer availing a CD of 1 KW. He has disputed that he has not availed power supply against the above-stated consumer no. since the beginning but energy bills have been raised till date and appealed before the Forum for withdrawal of bills as he is not availing power supply. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 20.11.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under B M Pur section of B M Pur Sub-division. The complainant represented that he has not availed power supply since the beginning but energy bills are being served regularly. For that false bill, the arrear outstanding has been accumulated to ₹ 60,069.87p 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

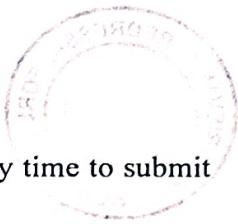
The OP appeared before the Forum with relevant records. On defence, he intimated that the consumer is a LT-Domestic consumer availing power supply since Mar.-2025. The billing dispute raised by the complainant for the false billing about no power supply period requires field verification for which seven days time may be allowed to make field verification.

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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-Dom. consumer with a CD of 1 KW. As per record, the consumer has availed power supply since 12th Mar. 2025 and total outstanding upto Oct-2025 is ₹ 60,069.87p. 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 12th Mar. 2025 but the consumer disputed that power supply to his premises has not been given since the beginning. 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 05th Dec. 2025 and submitted the report on 06th Dec. 2025 and certified that the consumer is not availing power supply against the said consumer no. since the beginning rather the consumer is availing power supply against con. No. 9152-0217-0331 in the name of Ugrasana Padhan.

The Forum analysed the documents submitted by both the parties and observed that the consumer has applied for a new connection in the name of Shri Sanuja Padhan. The OP has released the power supply with installation of meter no. TWSP51308254 but subsequently the consumer Shri Sanuja Padhan is availing power supply unauthorizedly from Shri Ugrasana Padhan bearing cons. no. 9152-0217-0331. At the time of inspection, it is found that the connected load of complainant Shri Sanuja Padhan (9152-0211-3687) is 2.53 KW and he is availing power supply from Shri Ugrasana Padhan (9152-0217-0331) and the CD is 0.14 KW. The Forum is of the opinion that the complainant Shri Sanuja Padhan (9152-0211-3687) is unauthorizedly availing power supply from Shri Ugrasana Padhan (9152-0217-0331) which attracts Cl-159 under Chapter-XI of OERC Regulation (Conditions of Supply) Code 2019. The OP is advised is take necessary action as per Indian Electricity Act 2003 and OERC Regulation (Conditions of Supply) Code 2019. The inspection report dated 05th Dec. 2025 submitted by ESO-B M Pur has been taken into record.

Also, it is observed that a new smart meter having sl. no. TWSP51308254 has been installed on 16th Sep. 2025. Prior to that, meter no. S707753 was installed and CMR on the date of meter replacement is 4992 (as per FG meter photo) whereas the OP has made field inspection and certified that the consumer is not using power supply since the beginning.

From the above, it is clear evident that the consumer is not availing power supply against cons. no. 9152-0211-3687 since the beginning. Hence, the bills raised till date needs bill revision as per 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.

The energy bills raised to the consumer from the initial date of power supply to till date is to be withdrawn as the consumer is not availing power supply. Only MMFC and other statutory charges is to be levied during this period as the initial period of agreement has not yet completed.

CO-OPTED MEMBER


MEMBER (Fin.)

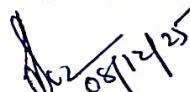

PRESIDENT



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.)


S.K.NANDA
PRESIDENT

Copy to: -

1. Sri Sanuja Padhan, At/Po-Kalapathar, Via-Ulunda, Dist-Sonepur-767062.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, B.M.Pur.
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:Bhoiagar, Bhubanewar-751022 within 30 days from the date of order of the Grievance Redressal Forums."