

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/ 861

Dated, the 11/12/2025

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/602/2025				
2	Complainant/s	Name & Address		Consumer No		
		Abdul Husan Khan, At-Pratap Sagar Pada, Po/Dist-Bolangir		911112160008	- -	
3	Respondent/s	Name		Division		
		S.D.O (Elect.), No. I, TPWODL, Bolangir		Bolangir Electrical Division, TPWODL, Bolangir		
4	Date of Application	08.12.2025				
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) <u>155, 157</u>		
				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				08.12.2025		
9 Date of Order		11.12.2025				
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 Bolangir Town

Appeared:

For the Complainant
For the Respondent

—Abdul Husan Khan
—Sri Srikanta Satpathy, AM (Com.) (Representative)



Complaint Case No. BGR/602/2025

Abdul Husan Khan,
At-Pratap Sagar Pada,
Po/Dist-Bolangir
Con. No. 911112160008

COMPLAINANT

Sub-Divisional Officer,
Electrical Sub-Division, No. I,
TPWODL, Bolangir

OPPOSITE PARTY

ORDER
(Dt.11.12.2025)

During Camp Court hearing at Balangir Division Office on 08th Dec. 2025, the consumer Abdul Husan Khan was present & Shri Srikant Satpathy, Asst. Manager (Fin. & Com.) was present on behalf of opposite party.

HISTORY OF THE CASE

The Complaint petition filed by the consumer Abdul Husan Khan who is a LT-Dom. consumer availing a CD of 2 KW. The complainant represented that power supply to his domestic premises was under disconnection from 30th Apr. 2019 to 04th Dec. 2025 but energy bills were raised which needs to be withdrawn. For that erroneous bill, the arrear outstanding has been accumulated to ₹ 98,788.03p upto Sep.-2021. The complainant raised dispute against the said period and requested before the Forum for suitable revision of bill.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 08.12.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under ESO-II section of Balangir-I Sub-division. The complainant represented that he has been served with false bills from 30th Apr. 2019 to Dec-2025 where he has not availed power supply. For that false bills, the arrear has been accumulated to ₹ 98,788.03p upto Sep.-2021. 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 documents. On defence, he intimated that the consumer is a LT-Dom. consumer availing power supply prior to Apr-1999. The billing dispute raised by the complainant for the false billing about no power supply period is a genuine dispute based on billing data. The consumer was billed with average billing during power supply disconnection period i.e. from 30th Apr. 2019 to Sep.-2021, thereafter no monthly bill has been generated. As per request of the consumer for restoration of power supply, power supply has been

CO-OPTED MEMBER

MEMBER(Fin.)
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PRESIDENT

restored on 05th Dec. 2025 after payment of ₹ 41,000/- from the arrear outstanding. As the power supply disconnection period bill has not yet revised, it needs bill revision to redress the consumer grievances.

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

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 2 KW. The consumer has availed power supply prior to Apr-1999 and the total outstanding upto Sep.-2021 is ₹ 98,788.03p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer was disputed about the billing done during line disconnection period i.e. from 30th Apr. 2019 to 04th Dec. 2025. The OP admitted the same and submitted that as per billing data, power supply to the consumer was under disconnection from 30th Apr. 2019 to 04th Dec. 2025. Power supply has been reconnected on 05th Dec. 2025 after payment of ₹ 41,000/- with old meter old meter having sl. no. WESCO49905 and CMR on 05th Dec. 2025 is 16708. The power supply disconnection period has not yet revised which requires bill revision to redress the consumer grievances.
2. The OP admitted the facts and initiated bill revision process on the spot observing departmental guidelines. Accordingly, the monthly bill has been recalculated and an amount of ₹ 58,000.00p is to be withdrawn from the arrear outstanding.

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 OP has agreed with the billing dispute and revised the bill on spot and the petitioner was convinced with the proposed withdrawal amount of ₹ 58,000.00p. Hence, the Forum directed the OP to carry-out the revision proposal and must be reflected in the next bill. MMFC & other statutory charges is to be levied during disconnection period as per OERC Conditions of Supply Code-2019.
2. The OP is advised to install a new upgraded technological meter at the earliest in the consumer premises within seven days from the date of receipt of this order.

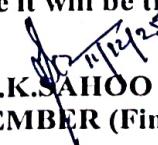
Case is disposed off accordingly.

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

Copy to: -

1. Abdul Husan Khan, At-Pratap Sagar Pada, Po/Dist-Bolangir-767001.
2. Sub-Divisional Officer, Electrical Sub-Division, No. I, 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.


P.K.SAHOO
MEMBER (Fin.)


S.K.NANDA
PRESIDENT

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."