



## 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/ 10/4<sup>59</sup>

Dated, the 29/10/2024

**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/661/2024                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |   |                                                             |             |                                                                                  |                                                                                    |                                                       |                                                   |                                                                                     |           |                                           |                                                      |  |                  |             |   |                   |                              |  |                                 |                                                 |  |                                    |                          |  |                        |  |  |
| 2                                                                                   | Complainant/s                                        | Name & Address                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |   | Consumer No                                                 | Contact No. |                                                                                  |                                                                                    |                                                       |                                                   |                                                                                     |           |                                           |                                                      |  |                  |             |   |                   |                              |  |                                 |                                                 |  |                                    |                          |  |                        |  |  |
|                                                                                     |                                                      | Sri Biramani Bishi,<br>At-Burobhadi,<br>Po-Bubel,<br>Dist-Bolangir                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |   | 915103052182                                                | 7609071077  |                                                                                  |                                                                                    |                                                       |                                                   |                                                                                     |           |                                           |                                                      |  |                  |             |   |                   |                              |  |                                 |                                                 |  |                                    |                          |  |                        |  |  |
| 3                                                                                   | Respondent/s                                         | Name<br>S.D.O (Elect.), TPWODL, Sonapur                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |   | Division<br>Sonapur Electrical Division,<br>TPWODL, Sonapur |             |                                                                                  |                                                                                    |                                                       |                                                   |                                                                                     |           |                                           |                                                      |  |                  |             |   |                   |                              |  |                                 |                                                 |  |                                    |                          |  |                        |  |  |
| 4                                                                                   | Date of Application                                  | 03.10.2024                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |   |                                                             |             |                                                                                  |                                                                                    |                                                       |                                                   |                                                                                     |           |                                           |                                                      |  |                  |             |   |                   |                              |  |                                 |                                                 |  |                                    |                          |  |                        |  |  |
| 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 &amp; 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 &amp; GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection &amp; 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) – |  |  |
| 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                      | <table><tr><td>1. OERC Distribution (Conditions of Supply) Code,2019; Clause(s) <u>155, 157</u></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) <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 |                                           |                                                      |  |                  |             |   |                   |                              |  |                                 |                                                 |  |                                    |                          |  |                        |  |  |
| 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                                   | 03.10.2024                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |   |                                                             |             |                                                                                  |                                                                                    |                                                       |                                                   |                                                                                     |           |                                           |                                                      |  |                  |             |   |                   |                              |  |                                 |                                                 |  |                                    |                          |  |                        |  |  |
| 9                                                                                   | Date of Order                                        | 29.10.2024                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |   |                                                             |             |                                                                                  |                                                                                    |                                                       |                                                   |                                                                                     |           |                                           |                                                      |  |                  |             |   |                   |                              |  |                                 |                                                 |  |                                    |                          |  |                        |  |  |
| 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 Tarbha

**Appeared:**

**For the Complainant** –Sri Biramani Bishi  
**For the Respondent** –Sri Bibekananda Dikshit, S.D.O (Elect.), Sonapur

**Complaint Case No. BGR/661/2024**

Sri Biramani Bishi,  
At-Burobhadi,  
Po-Bubel,  
Dist-Bolangir  
Con. No. 915103052182

**COMPLAINANT**

**-Versus-**

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

**OPPOSITE PARTY**



**ORDER**  
**(Dt.29.10.2024)**

**HISTORY OF THE CASE**

The Complainant is a LT-Dom. consumer availing a CD of 0.14 KW. He was disputed that though he has availed power supply in Apr.-2020 but energy bills have been raised from Jul.-2017 and appealed before the Forum for withdrawal of bills during no power supply period i.e. Jul.-2017 to Mar.-2024. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

**PROCEEDING OF HEARING DATED : 03.10.2024**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Tarbha section of Sonapur sub-division. The complainant represented that he was served with false bills from Jul.-2017 to Mar.-2024 where he has not availed power supply. For that false bills, the arrear has been accumulated to ₹ 4,856.99p upto Sep.-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 authorized representative of OP appeared before the Forum with relevant documents. On defence, he intimated that as per billing data, the consumer is a LT-Dom consumer availing power supply since Jul.-2017. The billing dispute raised by the complainant for the false billing from Jul.-2017 to Mar.-2024 needs field verification as the matter is quite old. For that, the OP asked for seven days time to submit the report.

**CO-OPTED MEMBER**

**MEMBER (Fin.)**  
Page 2 of 3

**PRESIDENT**

## **FINDINGS AND ANALYSIS OF THE FORUM**

The consumer is a LT-Dom. consumer with a CD of 0.14 KW. As per record, the consumer has availed power supply since 13<sup>th</sup> Jul. 2017 and the arrear outstanding upto Sep-2024 is ₹ 4,856.99p. As complained by the complainant and submission of OP, it is observed by the Forum that,



1. As per billing record, power supply has been released on 13<sup>th</sup> Jul. 2017 whereas the consumer stated that he has availed power supply in Apr.-2024. The OP submitted an inspection report of dated 08<sup>th</sup> Oct. 2024 and certified that power supply to the consumer has been released on 04<sup>th</sup> Mar. 2024 after installation of meter with meter sl. no. TWB632979.

From the above report dated 08<sup>th</sup> Oct. 2024, it is observed by the Forum that power supply to the consumer has been released on 04<sup>th</sup> Mar. 2024 in stead of 13<sup>th</sup> Jul. 2024. Hence, all bills raised prior to 04<sup>th</sup> Mar. 2024 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 13<sup>th</sup> Jul. 2017 to 03<sup>rd</sup> Apr.-2024 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 Biramani Bishi, At-Burobhadi, Po-Bubel, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Sonapur.
3. DFM/ AFM/ JFM, Sonapur Electrical Division, TPWODL, Sonapur.
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:Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."**