



## **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/

1177<sup>69</sup>

Dated, the

31/12/2024

**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/792/2024																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																								
		Sri Raghunath Meher, At-Jagannathpali, Po-Kalapathar, Via-B.M.Pur, Dist-Sonepur		915202180650	9668212729																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, B.M.Pur		Division Sonepur Electrical Division, TPWODL, Sonepur																									
4	Date of Application	20.12.2024																											
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) –		
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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	20.12.2024																											
9	Date of Order	31.12.2024																											
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 B.M.Pur

**Appeared:**

**For the Complainant** -Sri Raghunath Meher  
**For the Respondent** -Sri Soumya Ranjan Das, S.D.O (Elect.), B.M.Pur

**Complaint Case No. BGR/792/2024**

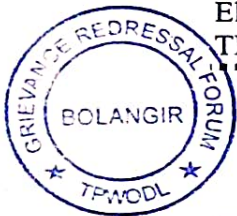
Sri Raghunath Meher,  
At-Jagannathpali,  
Po-Kalapathar,  
Via-B.M.Pur,  
Dist-Sonepur  
Con. No. 915202180650

**COMPLAINANT**

**-Versus-**

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

**OPPOSITE PARTY**



**ORDER**  
**(Dt.31.12.2024)**

The consumer was attended the GRF camp at B M Pur SDO office on 20<sup>th</sup> Dec. 2024. The said case has been registered as Case no. 792 of 2024.

**HISTORY OF THE CASE**

The Complainant is a LT-Dom. consumer availing a CD of 2 KW. He has disputed the bill of ₹ 30,861/- added in Oct-Nov/2018 billing without any reason. He has submitted his grievances for withdrawal of such additional bill. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

**PROCEEDING OF HEARING DATED : 20.12.2024**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under B M Pur section of B M Pur Sub-division. The consumer has disputed the illegal addition of ₹ 30,861.00p in the bill of Oct-Nov/2018 without any reason. For the said additional bill, the arrear has been accumulated to ₹ 29,950.43p upto Nov.-2024. The complainant raised dispute against the said additional bill and requested before the Forum for suitable revision of the bill.

**SUBMISSION OF OPPOSITE PARTY DURING HEARING**

The OP appeared before the Forum with billing abstract only. On defence, he intimated that the consumer is a LT-Domestic consumer availing power supply since Nov.-2014. The billing dispute raised by the complainant for the disputed additional bill of ₹ 30,861/- in Oct-Nov/2018 is a genuine case. The consumer was represented before regarding the said dispute but no record is available in this office for such additional bill. The Asst. Manager (Fin. & Com.) represented that the said bill may be penalty amount debited in the bill. He requested before the Forum to allow one day time for submitting the related data in support of additional bill.

**CO-OPTED MEMBER**

**MEMBER (Fin.)**  
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**PRESIDENT**



Considering the above, the Forum allowed one day time to OP for submission of required documents.

### **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 since 27<sup>th</sup> Nov. 2014 and the arrear outstanding upto Nov-2024 is ₹ 29,950.43p. As complained by the complainant and submission of OP, it is observed by the Forum that,

The consumer has disputed the illegal addition of ₹ 30,861/- in Oct-Nov/2018 bill without any reason. In this regard, the OP asked one day time to submit the required information. Considering this, the Forum was allowed one day time to submit the required documents. But, after lapse of more than seven days, the OP was unable to produce any supportive document. From the above, it is construed that the OP has no record in this regard and has nothing to say in support of the case. Hence, the disputed additional bill amount of ₹ 30,861/- debited in the bill of Oct-Nov/2018 has no base which is subject to waiver.

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 sundry debit amount of ₹ 30,861/- added in the bill of Oct-Nov/2018 is to be withdrawn.
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 Raghunath Meher, At-Jagannathpali, Po-Kalapathar, Via-B.M.Pur, Dist-Sonepur.
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](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."**