



## **GRIEVANCE REDRESSAL FORUM, BOLANGIR**

(Infront of Children's Park),

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

E-mail: [grfwesco.bgr@rediffmail.com](mailto:grfwesco.bgr@rediffmail.com) / [Grf.bolangir@tpwesternodisha.com](mailto: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/ 126<sup>5</sup>

Dated, the 17/02/2025

**Corum:**

Er. Kumuda Bandhu Sahu  
Sri Prasanta Kumar Sahoo  
Sri Krupasindhu Padhee

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

<b>1</b>	<b>Case No.</b>	<b>Complaint Case No. BGR/96/2025</b>																		
<b>2</b>	<b>Complainant/s</b>	<b>Name &amp; Address</b> Sri Moti Putel, At/Po-Salandi, Via-Belpada, Dist-Bolangir	<b>Consumer No</b> 912001011907	<b>Contact No.</b> 9937427924																
<b>3</b>	<b>Respondent/s</b>	<b>Name</b> S.D.O (Elect.), TPWODL, Patnagarh	<b>Division</b> Titilagarh Electrical Division, TPWODL, Titilagarh																	
<b>4</b>	<b>Date of Application</b>	<b>12.02.2025</b>																		
<b>5</b>	<b>In the matter of-</b>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">1. Agreement/Termination</td> <td style="width: 50%;">2. Billing Disputes</td> </tr> <tr> <td>3. Classification/Reclassification of Consumers</td> <td>4. Contract Demand / Connected Load</td> </tr> <tr> <td>5. Disconnection / Reconnection of Supply</td> <td>6. Installation of Equipment &amp; apparatus of Consumer</td> </tr> <tr> <td>7. Interruptions</td> <td>8. Metering</td> </tr> <tr> <td>9. New Connection</td> <td>10. Quality of Supply &amp; GSOP</td> </tr> <tr> <td>11. Security Deposit / Interest</td> <td>12. Shifting of Service Connection &amp; equipments</td> </tr> <tr> <td>13. Transfer of Consumer Ownership</td> <td>14. Voltage Fluctuations</td> </tr> <tr> <td colspan="2">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) –																				
<b>6</b>	<b>Section(s) of Electricity Act, 2003 involved</b>																			
<b>7</b>	<b>OERC Regulation(s) with Clauses</b>	<table border="1" style="width: 100%; border-collapse: collapse;"> <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																				
<b>8</b>	<b>Date(s) of Hearing</b>	<b>12.02.2025</b>																		
<b>9</b>	<b>Date of Order</b>	<b>17.02.2025</b>																		
<b>10</b>	<b>Order in favour of</b>	Complainant <input checked="" type="checkbox"/>	Respondent <input type="checkbox"/>	Others <input type="checkbox"/>																
<b>11</b>	<b>Details of Compensation awarded, if any.</b>	Nil																		

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

Place of Hearing: Camp Court at Belpada

**Appeared:**

**For the Complainant**

–Sri Sudam Behera

**For the Respondent**

–Sri Debadatta Mahapatra, S.D.O (Elect.), Patnagarh

**Complaint Case No. BGR/96/2025**

Sri Sudam Behera,  
At/Po-Salandi, Via-Belpada,  
Dist-Bolangir  
Con. No. 912001011907

**COMPLAINANT**

**-Versus-**

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

**OPPOSITE PARTY**

**ORDER**

**(Dt.17.02.2025)**

**HISTORY OF THE CASE**

The Complainant is a LT-Irr. consumer availing a CD of 2.5 KW. He has disputed the energy bills raised from Jan-2020 to Jun-2023 as he has not availed power supply during that period. He has submitted his grievances for revision of bill. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

**PROCEEDING OF HEARING DATED : 12.02.2025**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Belpada section of Titilagarh Sub-division. The consumer represented that he was served with false energy bill from Jan-2020 to Jun-2023 where he has not availed power supply & power supply was disconnected based on his request and after deposit of DC fees in Jan-2020. For that, the arrear has been accumulated to ₹ 22,518.70p upto Dec.-2024. The complainant raised dispute against the said bill 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-Lift. Irr. consumer availing power supply since Jun-2009. The billing dispute raised by the complainant for the billing from Jan-2020 to Jun-2023 is a genuine dispute where the consumer has not availed power supply based on his representation and deposit of DC fees on 13<sup>th</sup> Jan. 2020.

Considering the above, the OP requested before the Forum for revision of previous disputed bills and pass order as deemed fit.

**CO-OPTED MEMBER**

**MEMBER (Fin.)**

Page 2 of 3

**PRESIDENT**



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

The consumer is a LT-Irr. consumer with a CD of 2.5 KW. The consumer has availed power supply since 26<sup>th</sup> Jun. 2009 and total outstanding upto Dec.-2024 is ₹ 22,518.70p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer represented that he was represented in Jan-2020 for disconnection of power supply to his borewell. For that, he was deposited DC fees of ₹ 600/- vide MR no. B5/546109 dated 13<sup>th</sup> Jan. 2020 and power supply was disconnected from Jan-2020 to Jun-2023. But, false bills were raised during that period by the OP which is to be waived.
2. The OP submitted an inspection report of dated 14<sup>th</sup> Feb. 2025 and certified that there is no power supply in the consumer premises from Jan.-2020 to Jun-2023. The report submitted by ESO-Belpada dated 14<sup>th</sup> Feb. 2025 has been taken into record.
3. From the above report, it is clear that, the consumer has not availed power supply from 13<sup>th</sup> Jan. 2020 to Jun-2023 and the bill raised during this period needs revision.
4. On scrutiny of the documents, it is observed by the Forum that the bills raised during meter defective period needs bill revision under CI-155 & 157 of OERC Distribution 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> Jan. 2020 to Jun.-2023 is to be waived. Only MMFC is to be charged as per CI-1 of the standard agreement executed by the petitioner with the opposite party.
2. 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 Sudam Behera, At/Po-Salandi, Via-Belpada, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Patnagarh.
3. DFM/ AFM/ JFM, Titilagarh Electrical Division, TPWODL, Titilagarh.
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."**