



## GRIEVANCE REDRESSAL FORUM, BOLANGIR

(Infront of Children's Park),

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

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Bench: Er. Kumuda Bandhu Sahu (President),

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

Memo No.GRF/BGR/Order/ 672<sup>(5)</sup>

Dated, the 28/06/2024

**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/419/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sri Seshadev Sahu, For Smt. Raseswari Sahu, At-Bhalupali, Po-Badibahal, Via-Loisingha, Dist-Bolangir	911311081337	8260879424	
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Loisingha	Division Bolangir Electrical Division, TPWODL, Bolangir		
4	Date of Application	21.06.2024			
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	21.06.2024			
9	Date of Order	28.06.2024			
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 Loisingha

**Appeared:**

For the Complainant -Sri Seshadev Sahu  
For the Respondent -Sri Abanikanta Maharana, S.D.O (Elect.), Loisingha

**Complaint Case No. BGR/419/2024**

Sri Seshadev Sahu,  
For Smt. Raseswari Sahu,  
At-Bhalupali,  
Po-Badibahal,  
Via-Loisingha,  
Dist-Bolangir  
Con. No. 911311081337

- COMPLAINANT

-Versus-

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

- OPPOSITE PARTY



**ORDER**  
**(Dt.28.06.2024)**

**HISTORY OF THE CASE**

The Complainant is a LT-Dom. consumer availing a CD of 0.5 KW. He has disputed that though he has availed power supply during Nov.-2023 but energy bills have been raised from Dec-2018 and appealed before the Forum for withdrawal of bills during no power supply period i.e. Dec-2018 to Oct-2023. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

**PROCEEDING OF HEARING DATED : 21.06.2024**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under ESO-Salebhata Section of Loisingha Sub-division. The complainant represented that he was served with false bills from Dec-2018 to Oct-2023 where he has not availed power supply. For that false bills, the arrear has accumulated to ₹. 4,800.86p upto May-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 OP appeared before the Forum without relevant documents. On defence, he intimated that the consumer is a LT-Dom consumer availing power supply since Dec-2018. The billing dispute raised by the complainant for the false billing from Dec-2018 to Oct-2023 needs field verification. As the matter is quite old, the OP asked for seven days time to submit the report.

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

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT



## FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 0.5 KW. As per record, the consumer has availed power supply since 04<sup>th</sup> Dec. 2018 and the arrear outstanding upto May-2024 is ₹. 4,800.86p. 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 04<sup>th</sup> Dec. 2018 whereas the consumer stated that he has availed power supply during Nov.-2023. Hence, the Forum directed the OP to make a field verification and must submit a report within seven days.

In response to the direction, the OP has made a field inspection on 25<sup>th</sup> Jun. 2024 and reported that P/s to the said consumer has been released during Nov.-2023 and thereafter meter installed on 08<sup>th</sup> Dec. 2023 with meter no. TWB608757. The report submitted by SDO-Loisingha dated 25<sup>th</sup> Jun. 2024 was taken into record.

From the above report of SDO-Loisingha dated 25<sup>th</sup> Jun. 2024, it is observed that power supply to the consumer has been released without meter by the OP which violates CI-97 (ii) of OERC Dist. Conditions of Supply) Code 2019 which is a gross negligence on the part of OP which should not be. The Forum has taken this as a **serious note** and warned the OP not to repeat such things in future.


2. From the above, it is confirmed that power supply to the consumer has been released during Nov.-2023 in stead of 04<sup>th</sup> Dec. 2018.
3. 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.

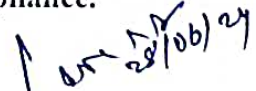
1. The energy bills raised to the consumer from 04<sup>th</sup> Dec. 2018 to Oct-2023 must be withdrawn as there was no power supply to the consumer premises.
2. DPS is to be levied as per OERC Regulation.
3. All sundries and adjustments are to be considered during the above revision period.

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 Seshadev Sahu, At-Bhalupali, Po-Badibahal, Via-Loisingha, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Loisingha.
3. DFM/ AFM/ JFM, Bolangir Electrical Division, TPWODL, Bolangir.
4. Superintending Engineer, Electrical Circle, TPWODL, Bolangir.
5. Chief Legal, Head Quarter Office, TPWODL, Burla.

**"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."**