



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/ 63⁵¹

Dated, the 29/01/2025

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/19/2025																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																								
		Sri Balgopal Adhikari, At-Shivshankarpada, Po-Tarbha, Dist-Sonepur		915103010467	9778940196																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Sonepur		Division Sonepur Electrical Division, TPWODL, Sonepur																									
4	Date of Application	08.01.2025																											
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 & 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 & GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection & 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) <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																		
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8	Date(s) of Hearing	08.01.2025																											
9	Date of Order	29.01.2025																											
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 Balgopal Adhikari
For the Respondent - Sri Bibekananda Dikshit, S.D.O (Elect.), Sonapur

Complaint Case No. BGR/19/2025

Sri Balgopal Adhikari,
At-Shivshankarpada,
Po-Tarbha,
Dist-Sonapur
Con. No. 915103010467

-

COMPLAINANT

-Versus-

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

-

OPPOSITE PARTY

ORDER
(Dt.29.01.2025)

HISTORY OF THE CASE

The Complainant is a LT-Dom. consumer availing a CD of 2 KW. He disputed that power supply to his premises was under disconnection from Jul-2018 to Feb.-2024 but energy bills have been raised regularly. He has appealed before the Forum for withdrawal of bills during power supply disconnection period i.e. Jul.-2018 to Feb.-2024. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 08.01.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Tarbha section of Sonapur Sub-division. The complainant represented that he was being served with false bills from Jul.-2018 to Feb.-2024 where he has not availed power supply. For that false bills, the arrear has been accumulated to ₹ 46,900.95p upto Dec.-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 with relevant records. On defence, he intimated that the consumer is a LT-Domestic consumer availing power supply since May-2015. The billing dispute raised by the complainant for the energy billing from Jul-2018 to Feb.-2024 requires field inspection for which 7 days time is required.

CO-OPTED MEMBER

MEMBER (Fin.)

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PRESIDENT



Considering the above, the OP requested before the Forum to allow 7 days time to submit the physical verification report.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 2 KW. As per record, the consumer has availed power supply since 17th May 2015 and the total outstanding upto Dec.-2024 is ₹ 46,900.95p. As complained by the complainant and submission of OP, it is observed by the Forum that,

Power supply to the consumer has been released on 17th May 2015. But the consumer disputed that power supply to his premises was disconnected from Jul-2018 to Feb.-2024. Against that, the OP was asked 7 days time to verify the matter and will make field inspection. They have undertaken to submit a detailed report within 7 days before the Forum. The OP inspected the premises the premises on 27th Jan. 2025 and submitted the report on the same day vide ref. no. nil and certified that power supply to the consumer was under disconnection from 24th Sep. 2019 to 17th Oct. 2023. The inspection report dated 27th Jan. 2025 submitted by SDO-Sonepur has taken into record.

The Forum analysed the documents available with the Forum and version of both the parties. It is observed that the consumer has made several payments in the year 2022 & 2023. Details of payments are,

AMT. PAID (₹)	DATE OF PAYMENT
1300/-	24-03-2019
7000/-	23-07-2022
4000/-	24-01-2023
3000/-	07-09-2023

From the above, it is clear evidence that power supply was existing in 23rd Jul. 2022 in the consumer premises. In this aspect, the inspection report dated 27th Jan. 2025 submitted by OP is silent regarding this multiple payment made by the consumer.

After going through all documents, the Forum is of the opinion that power supply was under disconnection from May-2019 to 23rd Jul. 2022 as there was no payment history in this period.

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 May-2019 to 23rd Jul. 2022 must be withdrawn as there was no power supply to the consumer premises. Only MMFC and other statutory charges to be levied.
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.


CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT



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. PAITHEE
CO-OPTED MEMBER


P.K. SAHOO
MEMBER (Fin.)


K.B. SAHU
PRESIDENT

Copy to: -

1. Sri Balgopal Adhikari, At-Shivshankarpada, Po-Tarbha, Dist-Sonepur.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Sonepur.
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 → 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."