



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/ 67th

Dated, the 29/01/2025

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

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

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|---|--|---|------------|---|---------------------------|--|--|---|---|---|---|--|-------------------------------------|--|--|---|--|--|--|--|------------------|--|-------------|--|--|-------------------|--|------------------------------|--|--|---------------------------------|--|---|--|--|------------------------------------|--|--------------------------|--|--|------------------------|--|--|--|--|
| 1 | Case No. | Complaint Case No. BGR/39/2025 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2 | Complainant/s | Name & Address Sri Sritam Patel, For Sri Parsuram Patel, At/Po-Bhainsa, Via-Patnagarh, Dist-Bolangir | | Consumer No 912311110362 | Contact No. 7077967847 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 3 | Respondent/s | Name S.D.O (Elect.), TPWODL, Patnagarh | | Division Titilagarh Electrical Division, TPWODL, Titilagarh | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 4 | Date of Application | 21.01.2025 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5 | In the matter of- | <table><tr><td>1. Agreement/Termination</td><td></td><td>2. Billing Disputes</td><td></td><td>✓</td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td></td><td>4. Contract Demand / Connected Load</td><td></td><td></td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td></td><td>6. Installation of Equipment & apparatus of Consumer</td><td></td><td></td></tr><tr><td>7. Interruptions</td><td></td><td>8. Metering</td><td></td><td></td></tr><tr><td>9. New Connection</td><td></td><td>10. Quality of Supply & GSOP</td><td></td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td></td><td>12. Shifting of Service Connection & equipments</td><td></td><td></td></tr><tr><td>13. Transfer of Consumer Ownership</td><td></td><td>14. Voltage Fluctuations</td><td></td><td></td></tr><tr><td>15. Others (Specify) –</td><td colspan="4"></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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| 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)</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) | 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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| 6. Others | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 8 | Date(s) of Hearing | 21.01.2025 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 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 Bhainsa



Appeared:

For the Complainant -Sri Sritam Patel
For the Respondent -Sri Debadatta Mahapatra, S.D.O (Elect.), Patnagarh

Complaint Case No. BGR/39/2025

Sri Sritam Patel,
For Sri Parsuram Patel,
At/Po-Bhainsa,
Via-Patnagarh,
Dist-Bolangir
Con. No. 912311110362

COMPLAINANT

-Versus-

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

OPPOSITE PARTY

ORDER

(Dt.29.01.2025)

HISTORY OF THE CASE

The Complaint petition filed by the representative of the consumer Shri Sritam Patel who is a LT-Dom. consumer availing a CD of 2 KW. He has represented that power supply to his domestic premises was under disconnection from Jul-2013 to May-2024. He has filed 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 : 21.01.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under ESO-I section of Patnagarh Sub-division. The complainant represented that power supply to his premises was under disconnection from Jul-2013 to May-2024. For that, the total outstanding has been accumulated to ₹ 96,594.94p upto Dec.-2024. The complainant raised dispute against the said period and requested before the Forum for suitable revision of the bill.

SUBMISSION OF OPPOSITE PARTY DURING HEARING

The OP appeared before the Forum with relevant record. On defence, he intimated that the consumer is a LT-Dom. consumer availing power supply since Oct-2009. The billing dispute raised by the complainant for the false billing from Jul-2013 to May-2024 needs field verification as the matter is quite old. For that, the OP asked for seven days time to submit the report.

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.)

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PRESIDENT

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 23rd Oct. 2009 and total outstanding upto Dec.-2024 is ₹ 96,594.94p. As complained by the complainant and submission of OP, it is observed by the Forum that,

As represented by the consumer, power supply to his premises was under disconnection from Jul-2013 to May-2024 which needs bill revision.

Against that, the OP was asked 7 day time to verify the matter and will make field inspection. The OP inspected the premises the premises on 28th Jan. 2025 and submitted the report vide ref. no. nil and certified that power supply to the consumer is active since 2009 without disconnection. Also, the complainant was unable to produce any DC & RC receipt in support of disconnection / reconnection.

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 between the year 2014 to 2024. Details of payments are,

| AMT. PAID (₹) | DATE OF PAYMENT |
|---------------|-----------------|
| 31/- | 27-02-2014 |
| 200/- | 16-05-2014 |
| 500/- | 28-10-2017 |
| 5000/- | 19-05-2024 |

From the above, it is clear evidence that power supply was existing in the consumer premises. In this aspect, the inspection report dated 28th Jan. 2025 submitted by OP has taken into record.

After going through all documents, the Forum is of the opinion that there was no disconnection of power supply to the consumer premises as represented by the complainant.

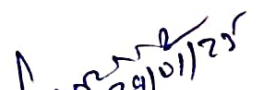
In view of above facts and circumstances and after going through the documents submitted by both the parties, the Forum pronounces the following order as per regulations of the OERC Distribution (Conditions of Supply) Code 2019.

The complaint of the complainant has not based on the facts. Hence, the petition of the complainant is hereby rejected.

Case is disposed off accordingly.


K.S. PADHEE
CO-OPTED MEMBER


P.K. SAHOO
MEMBER (Fin.)


K.B. SAHU
PRESIDENT

Copy to: -

1. Sri Sritam Patel, At/Po-Bhainsa, Via-Patnagarh, 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 → 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:Bhoingar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."