



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/ 846

Dated, the 31/08/2024

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/447/2024		
2	Complainant/s	Name & Address	Consumer No	Contact No.
		Sri Manoj Kumar Bhoi, At-Lankabahal, Po-Dharmasala, Via-Ulunda, Dist-Sonepur	915202060088	9556545943 8280170194
3	Respondent/s	Name S.D.O (Elect.), TPWODL, B.M.Pur	Division Sonepur Electrical Division, TPWODL, Sonepur	
4	Date of Application	11.07.2024		
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)		
		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	30.07.2024	08.08.2024	
9	Date of Order	31.08.2024		
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: GRF, Bolangir

Appeared:

For the Complainant -Sri Manoj Kumar Bhoi
For the Respondent -Sri Abadhut Pradhan, JFM (Representative)

Complaint Case No. BGR/447/2024

Sri Manoj Kumar Bhoi,
At-Lankabahal,
Po-Dharmasala,
Via-Ulunda,
Dist-Sonepur
Con. No. 915202060088

- COMPLAINANT

-Versus-

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

- OPPOSITE PARTY



ORDER
(Dt.31.08.2024)

HISTORY OF THE CASE

The Complainant is a LT-Dom. consumer availing a CD of 2 KW. The representative of the consumer appealed before the Forum that as per GRF order in Case no. 1288/2022, the bill was revised but DPS imposed thereon was not considered for which he has filed a Case before Hon'ble High Court which was registered as case no. W.P. (C) No. 8204/2024. As per direction of Hon'ble Court dated 24th Apr. 2024, he has again approached before the Forum for revision of bill.

Considering the application of the applicant dated 10th Jul. 2024, the application was granted and registered as Case no. 447 of 2024. Accordingly, date of hearing was fixed on 30th Jul. 2024 and notice was served to both the parties on dated 18th Jul. 2024 to remain present on the said date with relevant documents.

PROCEEDING OF HEARING DATED : 30.07.2024

The OP requested before the Forum through e-mail that due to emergency breakdown of power supply, he will not able to attend and requested for a next date.

Application granted. The next date of hearing was fixed on 08th Aug. 2024. Accordingly, notice was served to both the parties on dated 30th Jul. 2024 to remain present on the said date with relevant documents.

The case was heard in detail.

CO-OPTED MEMBER

MEMBER (Fin.)
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PRESIDENT

PROCEEDING OF HEARING DATED : 08.08.2024

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under B M Pur section of B M Pur Sub-division. The consumer represented that also though bill revision was done against GRF Case no. 1288/2022 but DPS imposed thereon has not revised. For that, the arrear has been accumulated to ₹ 1,24,284.76p upto Jul.-2024. The complainant raised dispute against non-withdrawal of DPS 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 records. On defence, he intimated that the consumer is a LT-Domestic consumer availing power supply prior to Apr-1999. The billing dispute about non-withdrawal of DPS against arrear outstanding is genuine. Earlier, as per GRF order in Case no. 1288/2022, the bill was revised and withdrawn ₹ 4,14,284/- during Jan.-2023. But DPS against the disputed arrear was not considered for which it needs bill revision.

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

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 prior to Apr-1999 and the arrear outstanding upto Jul.-2024 is ₹ 1,24,284.76p. As complained by the complainant and submission of OP, it is observed by the Forum that,

The complainant was earlier approached the Forum which was registered as GRF case no. 1288/2022. After hearing, the Forum passed Order on 06th Sep. 2022. Accordingly, the OP was revised the bill & withdrawn ₹ 4,14,284/- during Jan.-2023 bill but DPS imposed against the disputed arrear was not revised for which the complainant was knocked the door of Hon'ble High Court which was registered as Case no. W.P. (C) no. 8204 of 2024. After hearing, Hon'ble Court disposed the case on 24th Apr. 2024 and directed to approach concerned GRF for redressal of his grievances. As directed by Hon'ble High Court, the complainant was filed a case before the Forum and registered as 447/2024.

During the course of hearing, the OP admitted the facts stated by the complainant and intimated the Forum that after receipt of notice of the Forum, they have initiated bill revision for DPS withdrawal and an amount of ₹ 62,449.35p is to be withdrawn which is under approval of higher authority and assured that necessary sundry must be given within seven days. A copy of revised calculation of DPS was submitted during the hearing which has taken into record. Also, the complainant was convinced with the proposed withdrawal amount of ₹ 62,449.35p.

The Forum was reviewed the billing sundry and found that an amount of ₹ 62,449.35p has been reflected on 09th Aug. 2024.

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.


CO-OPTED MEMBER


MEMBER (Fin.)


PRESIDENT

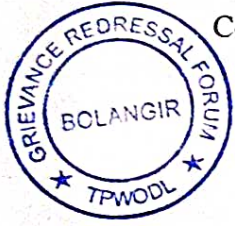
The complaint of the complainant has already been redressed by OP & withdrawn ₹ 62,449.35p from the billing as DPS. Hence, the present case is dropped herewith.

Case is disposed off accordingly.


K.S.PADHEE
CO-OPTED MEMBER


P.K.SAHOO
MEMBER (Fin.)


K.B.SAHU
PRESIDENT



Copy to: -

1. Sri Manoj Kumar Bhoi, At-Lankabahal, Po-Dharmasala, Via-Ulunda, 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.

"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."