



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/ 790

Dated, the 29/08/2024

Corum:
Er. Kumuda Bandhu Sahu - President
Sri Prasanta Kumar Sahoo - Member (Finance)
Sri Krupasindhu Padhee - Co-Opted Member

1	Case No.	Complaint Case No. BGR/458/2024		
2	Complainant/s	Name & Address Sri Birendra Meher, At-Bandhanghor, Po-Jhankarpali, Dist-Bolangir	Consumer No 911211043426	Contact No. 8260580261
3	Respondent/s	Name S.D.O (Elect.), No. II, TPWODL, Bolangir	Division Bolangir Electrical Division, TPWODL, Bolangir	
4	Date of Application	19.07.2024		
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) 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	30.07.2024		
9	Date of Order	29.08.2024		
10	Order in favour of	Complainant <input checked="" type="checkbox"/>	Respondent <input type="checkbox"/>	Others <input type="checkbox"/>
11	Details of Compensation awarded, if any.	Nil		

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

Place of Hearing: GRF, Bolangir

Appeared:

For the Complainant -Sri Birendra Meher
For the Respondent -Smt. Sita Rani Seth, Jr. Accountant (Auth. Representative)

Complaint Case No. BGR/458/2024

Sri Birendra Meher,
At-Bandhanghor,
Po-Jhankarpali,
Dist-Bolangir
Con. No. 911211043426

- COMPLAINANT

-Versus-

Sub-Divisional Officer,
Electrical Sub-Division, No. II,
TPWODL, Bolangir

- OPPOSITE PARTY



ORDER
(Dt.29.08.2024)

HISTORY OF THE CASE

The Complaint petition filed by the consumer Shri Birendra Meher who is LT-Dom. consumer availing a CD of 0.5 KW. He has disputed that power supply has not been released to his premises but bills were raised every month. He has filed his grievances for withdrawal of all bills raised against his name. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 30.07.2024

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Chudapali section of Sub-division-II, Balangir. The complainant represented that he was served with false bills since date of power supply i.e. 09th Jan. 2021 where power supply has not been given to his premises. For that false bill, the arrear has been accumulated to ₹ 5,201.54p upto Jun.-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 documents. On defence, he intimated that the consumer is a LT-Dom. consumer availing power supply since 09th Jan. 2021. The billing dispute raised by the complainant for the false billing from the date of power supply is true. The applicant Shri Birendra Meher has applied for power supply to his premises but wrongly power supply connected to the adjacent premises (near about 50 meter distance) of Shri Bidyadhar

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Khamari who is an existing consumer with consumer no. 9112-1123-0083. Hence, the bills raised against Shri Birendra Meher (9112-1104-3426) is the actual consumption of Shri Bidyadhar Khamari (9112-1123-0083).

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 0.5 KW. As per record available, the consumer has availed power supply since 09th Jan. 2021 and the arrear outstanding upto Jun.-2024 is ₹ 5,201.54p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The complainant represented that power supply has not been given to his premises but monthly bills were raised in his name. He requested for withdrawal of all bills raised against in his name as he has not availed power supply.

The OP admitted the complaint and submitted that due to oversight, power supply connection has been given in the premises of Shri Bidyadhar Khamari (who is an existing consumer with cons. no. 9112-1123-0083) in stead of Shri Birendra Meher (9112-1104-3426).

During the course of hearing, the Forum found that the written version submitted by OP dated 08th Aug. 2024 is an incomplete version as the OP has not signed the annexure attached with the PVR. The Forum has taken this as a **"SERIOUS NOTE"** and directed to be very careful while submitting any documents before the Forum. As per submission of both the parties, the Forum observed that,

Power supply to be given in the premises of Shri Birendra Meher but due to oversight of OP, it has given in the premises of Shri Bidyadhar Khamari with meter no. LW000774 who is an existing consumer with cons. no. 9112-1123-0083, CD : 1.5 KW. This sort of callousness of OP is not acceptable at all. The Forum has taken this as a **GROSS NEGLIGENCE** of service at the end of OP. The Forum condemns such activities of OP. For such activity, the complainant Shri Birendra Meher was deprived to avail electricity which is a basic need.

2. After careful consideration of facts, the Forum is of the opinion that the bills raised against Shri Birendra Meher (9112-1104-3426) must be waived. The arrear of ₹. 5,201.54p accumulated based on meter reading and consumed by Shri Bidyadhar Khamari who is an existing consumer (9112-1123-0083), must be realised as per OERC guidelines.

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 arrear accumulated against cons. no. 9112-1104-3426 must be waived as Shri Birendra Meher has not availed power supply. Also, the said connection must be disconnected with PDC status.**
2. **The accumulated arrear raised against cons. no. 9112-1104-3426 must be debited against cons. no. 9112-1123-0083 as he is the beneficiary and availed power.**

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MEMBER (Fin.)

PRESIDENT



3. A new connection must be released in the name of Birendra Meher at the earliest after observing departmental formalities. Also, the complainant is advised to extend co-operation with the licensee for availing power supply.

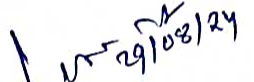
Case is disposed off accordingly.

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 Birendra Meher, At-Bandhanghor, Po-Jhankarpali, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, No. II, TPWODL, Bolangir.
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."