



## 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/ 788<sup>67</sup>

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/469/2024		
2	Complainant/s	Name & Address	Consumer No	Contact No.
		Sri Jugal Kishor Patel, For Sri Mahadev Patel, At/Po-Gaintala, Dist-Bolangir	911225040026	9937776464
3	Respondent/s	Name	Division	
		S.D.O (Elect.), No. II, TPWODL, Bolangir	Bolangir Electrical Division, TPWODL, Bolangir	
4	Date of Application	26.07.2024		
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	08.08.2024		
9	Date of Order	29.08.2024		
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 Jugal Kishor Patel  
For the Respondent -Smt. Sita Rani Seth, Jr. Accountant (Auth. Representative)

**Complaint Case No. BGR/469/2024**

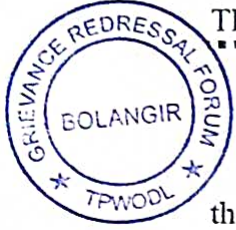
Sri Jugal Kishor Patel,  
For Sri Mahadev Patel,  
At/Po-Gaintala,  
Dist-Bolangir  
Con. No. 911225040026

- COMPLAINANT

-Versus-

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

- OPPOSITE PARTY



**ORDER**  
**(Dt.29.08.2024)**

During hearing on dt.08.08.2024 the Complainant Sri Jugal Kishor Patel appeared before the Forum in person whereas Smt. Sitarani Seth, Jr. Accountant, Electrical Sub-Division, No. II, TPWODL, Bolangir appeared as opposite party on behalf of S.D.O (Elect.), No. II, Bolangir.

The Complainant bearing consumer no. 911225040026 in his written petition stated that the power supply to his premises was disconnected since 2000 but the monthly E.C bills are being generated and served to him till March'2011. Although he applied for a fresh connection but due to existence of prior arrear, the same has not been considered. He therefore requested before the Forum to;

1. Withdraw the monthly bills generated and claimed after 2000 i.e. from the date of disconnection.
2. To consider and provide a new connection to him.

He also submitted a written certificate duly signed by some neighbours of the village having supported with the Sarpanch, G.P Gaintala in this regard in support of his stand.

On the other hand the opposite party submitted a billing statement enclosed with a PVR dt.03.08.2024 and written version which reveals that;

1. The power supply to the premises of the Complainant has been disconnected since March'2000.
2. The CD of the premises is of 1.00 KW load under domestic category.
3. The arrear outstanding is Rs.31487.30 by month ending September'2021.
4. The database is available from February'2001 onwards with the opposite party.

He also requested the Forum to do the needful as deemed fit in this regard.

The Forum after carefully going through all the records made available before it, observed that;

CO-OPTED MEMBER

MEMBER (Fin.)  
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PRESIDENT



1. The power supply to the premises in question has been disconnected from March'2000 as per PVR submitted by the opposite party.
2. Monthly bills from February'2001 has been done on average basis till September'2021 with an accumulated arrear of Rs.31487.30 by September'2021.
3. A meter bearing no. WESC05341 is seen to be in the premises as per billing abstract with remark as "disconnected".

The Forum is of the opinion for revision of bill from March'2000 basing on the report/ version submitted by the opposite party but since the record on database from March'2000 to January'2001 is not available with him, the billing amount needs to be withdrawn from February'2001 to till date. Further the arrear dues standing till January-February'2001 for Rs.12032.40 also is required to be cleared up by the Complainant which is agreed by him.

Basing on above observations, Forum passes the following direction as per Regulation of OERC Distribution (Conditions of Supply) Code 2019.



1. The arrear outstanding till January'2001 is to be borne by the Complainant which amounts to Rs.12032.40ps.
2. The arrear bills from February'2001 to till date are to be withdrawn.

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.**

*[Signature]*  
K.S.PADHEE  
CO-OPTED MEMBER

*[Signature]*  
P.K.SAHOO  
MEMBER (Fin.)

*[Signature]*  
K.B.SAHU  
PRESIDENT

Copy to: -

1. Sri Jugal Kishor Patel, At/Po-Gaintala, 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."**