



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/ 824

Dated, the 30/08/2024

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/474/2024		
2	Complainant/s	Name & Address Sri Pinku Padhan, For Sri Nitya Padhan, At/Po-Bilaisarda, Dist-Bolangir	Consumer No 911212200098	Contact No. 9861670203
3	Respondent/s	Name S.D.O (Elect.), No. II, TPWODL, Bolangir	Division 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	26.07.2024		
9	Date of Order	30.08.2024		
10	Order in favour of	Complainant <input checked="" type="checkbox"/>	Respondent	Others
11	Details of Compensation awarded, if any.	Nil		

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

Place of Hearing: Camp Court at Bilaisarda

Appeared:

For the Complainant -Sri Pinku Padhan

For the Respondent -Sri Sunil Kumar Swain, S.D.O (Elect.), No. II, Bolangir

Complaint Case No. BGR/474/2024

Sri Pinku Padhan,
For Sir Nitya Padhan,
At/Po-Bilaisarda,
Dist-Bolangir
Con. No. 911212200098

- COMPLAINANT

-Versus-

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

- OPPOSITE PARTY

ORDER
(Dt.30.08.2024)

HISTORY OF THE CASE

The Complainant is a LT-Dom. consumer availing a CD of 1.5 KW. He has disputed that power supply to his premises has been disconnected since long but energy bills have been raised on average basis till date. For that, he has appealed before the Forum for withdrawal of bills after disconnection of power supply. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 26.07.2024

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Chatamakhna section of Balangir-II Sub-division. The consumer represented that he was served with false bills since long as there is power supply to his premises. For that false bills, the arrear has accumulated to ₹ 50,650.45p upto Jul.-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 documents. On defence, he intimated that the consumer is a LT-Dom consumer availing power supply since Sep.-2005. The billing dispute raised by the complainant for the false billing during disconnected period needs field verification. As the matter is quite old, the OP asked for seven days time to submit the report.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 1.5 KW. The consumer has availed power supply since 02nd Sep. 2005 and the arrear outstanding upto Jul-2024 is ₹ 50,650.45p. As complained by the complainant and submission of OP, it is observed by the Forum that,

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT



1. The complainant represented that power supply to his premises was under disconnection since long against which the OP asked some time for field inspection. Hence, the Forum directed the OP to make a field verification and must submit a report within seven days. The OP submitted the PVR prepared on 15th Aug. 2024 by ESO-Chatamakhna. The abstract of PVR is,

“During physical verification of above mentioned consumer premises, it is found that power supply disconnected from 02nd Aug. 2020 and there is no meter found at site.”

The PVR submitted by ESO-Chatamakhna dated 15th Aug. 2024 was taken into record.

2. The Forum has gone through the documents submitted by both the parties and found that average billing was done from Apr-2019 to till date with meter no. 172714. Also, the consumer has paid ₹ 671/- on 31st Jul. 2020 as last payment.

From the above, it is confirmed that power supply to the consumer is under disconnection from 02nd Aug. 2020.

3. On scrutiny of the documents, it is observed by the Forum that the bills raised during no supply period needs bill revision under CI-155 & 157 of OERC Dist. (Conditions of Supply) Code 2019 to redress the consumer grievances.

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 monthly billing to the consumer should be stopped and must be reflected in the billing software with “PERMANENTLY DISCONNECTED” status.
2. The energy bills raised to the consumer from Oct-2020 onwards till date is to be waived as there is no power supply. Only MMFC is to be charged for the month of Aug. & Sep.-2020 as per CI-1 of the standard agreement executed by the petitioner with the opposite party.
3. DPS is to be levied as per OERC Regulation.
4. All sundries and adjustments are to be considered during the above revision period.

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.PADHÉE
CO-OPTED MEMBER


P.K.SAHOO
MEMBER (Fin.)


K.B.SAHU
PRESIDENT

Copy to: -

1. Sri Pinku Padhan, At/Po-Bilaisarda, 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:Bhoingar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums.”