



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/ 918⁽⁵⁾

Dated, the 19/09/2024

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/498/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Parameswar Manhira, For Sri Narendra Manhira, At/Po-Pipirda, Dist-Bolangir		911212350108	9937867111
3	Respondent/s	Name S.D.O (Elect.), No. II, TPWODL, Bolangir		Division Bolangir Electrical Division, TPWODL, Bolangir	
4	Date of Application	06.08.2024			
5	In the matter of-	1. Agreement/Termination	2. Billing Disputes	<input checked="" type="checkbox"/>	
		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	06.08.2024			
9	Date of Order	19.09.2024			
10	Order in favour of	Complainant	Respondent	<input checked="" type="checkbox"/>	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 Parameswar Manhira
For the Respondent -Sri Jagannath Mohanty, ESO, Chhatamakhna (Representative)

Complaint Case No. BGR/498/2024

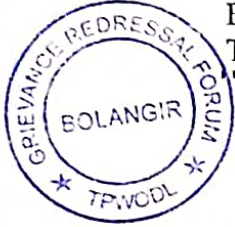
Sri Parameswar Manhira,
For Sri Narendra Manhira,
At/Po-Pipirda,
Dist-Bolangir
Con. No. 911212350108

- COMPLAINANT

-Versus-

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

- OPPOSITE PARTY



ORDER
(Dt.19.09.2024)

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 was under disconnection from the year 2002 to 2018 but energy bills have been raised regularly. For that, he has appealed before the Forum for withdrawal of bills during power supply disconnection period i.e. from the year 2002 to 2018. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 06.08.2024

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 from the year 2002 to 2018 where he has not availed power supply. For that false bills, the arrear has accumulated to ₹ 1,18,962.99p upto Aug.-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 without relevant documents. On defence, he intimated that the consumer is a LT-Dom consumer availing power supply prior to Apr-1999. The billing dispute raised by the complainant for the false billing from the year 2002 to 2018 needs field verification. As the matter is quite old, the OP asked for seven days time to submit the report.

h/m
CO-OPTED MEMBER

Jr 19/09/24
MEMBER (Fin.)

Jr 19/09/24
PRESIDENT

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 prior to Apr-1999 and the arrear outstanding upto Aug-2024 is ₹ 1,18,962.99p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The complainant represented that power supply to his premises was under disconnection from the year 2002 to 2018 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 but no report has been submitted by OP within scheduled time. Again, reminder was given to OP to submit the required report but after lapse of more than one month, no enquiry report has been submitted by the Forum. Such inactiveness of the OP shows callousness towards the consumer and the dispute remains unresolved.
2. Due to non-submission of report before the Forum, it assumes that the OP has nothing to say in this regard and the matter is to be decided as per available documents.
3. From the billing ledger, it is observed that power supply to the consumer was disconnected from Aug-Sep/2004 to Jun-Jul/2007 and no monthly bill was raised during that period where MMFC & other statutory charges is liable to be charged. Secondly, the consumer has made series of payments since Nov.-2007 which implies that the consumer has availed power supply from Nov.-2007 onwards. Hence, it is clear evident that disconnection was done from Aug-Sep/2004 to Jun-Jul/2007.





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.

No monthly bill was raised during the disconnection period i.e. from Aug-Sep/2004 to Jun-Jul/2007. Hence, the petition of the complainant is hereby rejected and the complainant is directed to pay the arrear outstanding.

Case is disposed off accordingly.


K.S.PADHEE
CO-OPTED MEMBER


P.K.SAHOO
MEMBER (Fin.)


K.B.SAHU
PRESIDENT

Copy to: -

1. Sri Parameswar Manhira, At/Po-Pipirda, 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.

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:Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."