



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/ 967⁽⁶⁾

Dated, the 30/09/2024

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/536/2024		
2	Complainant/s	Name & Address	Consumer No	Contact No.
		Sri Sadharam Naik, At/Po-Mahimunda, Dist-Bolangir	911001024204	93376014641
3	Respondent/s	Name (1)S.D.O (Elect.), No. II, TPWODL, Bolangir (2)EE, BED, TPWODL, Bolangir	Division Bolangir Electrical Division, TPWODL, Bolangir	
4	Date of Application	22.08.2024		
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) <u>155, 157</u> 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	19.09.2024	26.09.2024	
9	Date of Order	30.09.2024		
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 Sadharam Naik
For the Respondent -Smt. Sita Rani Seth, Jr. Accountant (Auth. Representative)
Sri Dipak Kumar Kar, Accountant (Auth. Representative)

Complaint Case No. BGR/536/2024

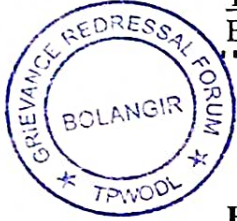
Sri Sadharam Naik,
At/Po-Mahimunda,
Dist-Bolangir
Con. No. 911001024204

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**



ORDER
(Dt.30.09.2024)

HISTORY OF THE CASE

The Complainant is a LT-Irr. consumer availing a CD of 2.5 KW. He was disputed about the average billing raised from the date of supply as he has not availed power supply since the beginning. He has submitted his grievances for revision of bill. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 19.09.2024

On the above date, the complainant has filed a petition and requested for another date for submission of required documents. Permission was granted orally and the case was just adjourned to 26th Sep. 2024. Accordingly, notice was issued to both the parties to remain present on the said date.

PROCEEDING OF HEARING DATED: 26.09.2024

The case was heard in detail.

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Bolangir Division. The consumer represented that he was served with average bill from the date of power supply to till date where he has not availed power supply for defunct status of said LI point due to collapse of borewell. In this regard, a report submitted by Asst. Executive Engineer, LI sub-division vide dated 23.09.2024 has attached. For such, the arrear has accumulated to ₹ 31,671.40p upto Aug.-2024. The complainant raised dispute against the said bill and requested before the Forum for suitable revision of bill.

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

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-Lift. Irr. consumer availing power supply since Jun.-2018. The billing dispute raised by the complainant for the average billing from the date of supply to till date. Also, he has disputed that he has not availed power supply from the beginning has no record. However, seven days time may please be allowed for submit a field inspection report.

Considering the above, the Forum has allowed seven day time to submit the report.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Irr. consumer with a CD of 2.5 KW. The consumer has availed power supply since 29th Jun. 2018 and the arrear outstanding upto Aug.-2024 is ₹ 31,671.40p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. As per record, the consumer has availed power supply since 29th Jun. 2018 without meter which is disputed by the consumer and represented that the said project is not running since the beginning. In supportive of this, he has submitted a letter of Asst. Executive Engineer, L.I. Sub-division, Sonapur vide letter no. 160 dated 23.09.2024 that the said deep bore well project is not running since 2017.
2. The OP also submitted a PVR dated 25th Sep. 2024 and admitted that the facts stated by the consumer is true.
3. On scrutiny of the documents, it is observed by the Forum that the bills raised during meter defective period needs bill revision under CI-155 & 157 of OERC Distribution 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 consumer status should be tagged with “PERMANENTLY DISCONNECTED CONSUMER” status in the billing software.**
2. **The energy bills raised to the consumer from the beginning i.e. 29th Jun. 2018 to till date is to be waived. Only MMFC is to be charged 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.PADHHE
CO-OPTED MEMBER


P.K.SAHOO
MEMBER (Fin.)


K.B.SAHU
PRESIDENT

Copy to: -

1. Sri Sadharam Naik, At/Po-Mahimunda, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, No. II, TPWODL, Bolangir.
3. Executive Engineer, Bolangir Electrical Division, TPWODL, Bolangir.
4. DFM/ AFM/ JFM, Bolangir Electrical Division, TPWODL, Bolangir.
5. Superintending Engineer, Electrical Circle, TPWODL, Bolangir.
6. 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.”