



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/ 968⁽⁵⁾

Dated, the 30/09/2024

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/545/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Rajesh Kumar Choudhury, For Sri Ram Krishna Choudhury, At/Po-Chandanbhati, Dist-Bolangir		911225010036	9937616532
3	Respondent/s	Name S.D.O (Elect.), No. II, 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)			
		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	22.08.2024			
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: Camp Court at Chandanbhati

Appeared:

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

Complaint Case No. BGR/545/2024

Sri Rajesh Kumar Choudhury,
For Sri Ram Krishna Choudhury,
At/Po-Chandanbhati,
Dist-Bolangir
Con. No. 911225010036

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**

ORDER

(Dt.30.09.2024)

During spot hearing at Chandanbhati consumer camp on dt.22.08.2024 the Complainant Sri Rajesh Kumar Choudhury appeared before the Forum in person and also Sri Sunil Kumar Swain, S.D.O (Elect.), No. II TPWODL, Bolangir appeared in person as opposite party.

The Complainant bearing consumer no. 911225010036 in his written petition stated that although the power supply to his premises was under disconnection from the year 2011-12 but surprisingly the monthly bills have been generated with May'2023, thereby accumulation of arrear going upto Rs.126643.90ps by month ending May'2023. He therefore requested before the Forum to withdraw such bills raised during the entire period under disconnection by way of a suitable bill revision.

The opposite party on the other hand submitted a billing abstract concerning to the period from January-February'2001 to May'2023 and admitted the facts stated by the Complainant. He also produced a PVR dt.20.09.2024 along with a photo copy of the meter and statement of witness in connection with the disconnection which reveals that;

1. The consumer comes under domestic category with CD of 1.5 KW.
2. The power supply to the premises concerned was under disconnection from dt.05.03.2012 with CMR '14505' as on dt.20.09.2024.
3. Average bills were being raised from December'2004 to February'2010 against a meter bearing Sl. No. 1860573.
4. A new meter has sub subsequently been replaced having Sl. No. 344004 with actual bills being done onwards.

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

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

The Forum after going through all the relevant documents made available before the Forum observed that;

1. The power supply was under disconnection from dt.05.03.2012 (March'2012) with CMR '14505' as per PVR dt.20.09.2024 of the opposite party having enclosed an enquiry report with signature obtained from the local inhabitants.

Keeping all the above facts in view the Forum is the opinion for revision of bills in norms with the regulation.

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



1. All the monthly bills raised during the period of disconnection i.e. from March'2012 (dt.05.02.2012) to May'2023 are to be withdrawn.
2. A final bill must be served to the consumer considering CMR '14505' as on dt.05.03.2012.

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.R.SAHU
PRESIDENT

Copy to: -

1. Sri Rajesh Kumar Choudhury, At/Po-Chandanbhati, 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."