



## 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/ 969<sup>5</sup>

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/551/2024		
2	Complainant/s	Name & Address Sri Radheshyam Meher, For Sri Basudev Meher, At/Po-Chandanbhati, Dist-Bolangir	Consumer No 911225250219	Contact No. 9937065305
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 <input checked="" type="checkbox"/>	Respondent <input type="checkbox"/>	Others <input type="checkbox"/>
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 Radheshyam Meher

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

**Complaint Case No. BGR/551/2024**

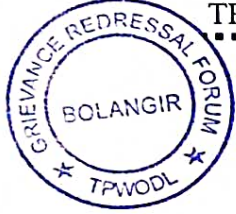
Sri Radheshyam Meher,  
For Sri Basudev Meher,  
At/Po-Chandanbhati,  
Dist-Bolangir  
Con. No. 911225250219

- **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 Radheshyam Meher 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. 911225250219 in his written petition stated that although the power supply to his premises (a cowshed) is under disconnection since last ten years but astonishingly the monthly bills are being raised till todate. He therefore requested before the Forum to withdraw such bills pertaining to the period of disconnection as a token of genuine relief to the consumer.

On the other hand the opposite party submitted a billing abstract concerning to the period from December'2006 to May'2023 with a PVR dt.20.09.2024 which indicates that no power supply is available in the premises concerned and even the service connection wire and the meter appears to have been removed there from. He also requested before the Forum to do the needful as deemed fit in this regard.

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

1. The consumer comes under domestic category with a CD of 1.5 KW.
2. The PVR dt.20.09.2024 indicates that the power supply has been disconnected and even the service connection wire with meter and there materials are also not available in the premises.
3. Average basis bills have been generated during the period from December'2011 but intermittent payment appears to be done till dt.05.08.2014.

CO-OPTED MEMBER

MEMBER (Fin.)

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PRESIDENT

4. The disconnection thus appears to have been done from September'2014 which matches with the complaint of the Complainant.
5. The outstanding arrear has gone upto Rs.63861.08ps by month ending May'2023.

Keeping above facts in view the Forum is of the opinion to look into the grievance of the Complainant as per norms of the regulation.

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

1. The monthly bill from September'2014 to date raised against the consumer excepting fixed charges are to be withdrawn.
2. The consumer must be tagged with PDC category.

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.B.SAHU**  
PRESIDENT

Copy to: -

1. Sri Radheshyam Meher, 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](http://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."**