



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/ 923^B

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/555/2024		
2	Complainant/s	Name & Address Sri Bhagatram Sahu, At-Fatamunda, Po-Roth, Dist-Bolangir	Consumer No 911312070869	Contact No. 9668830264
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Loisingha	Division Bolangir Electrical Division, TPWODL, Bolangir	
4	Date of Application	23.08.2024		
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) 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	23.08.2024		
9	Date of Order	19.09.2024		
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 Kendumundi

Appeared:

For the Complainant -Sri Bhagatram Sahu
For the Respondent -Sri Abanikanta Maharana, S.D.O (Elect.), Loisingha

Complaint Case No. BGR/555/2024

Sri Bhagatram Sahu,
At-Fatamunda,
Po-Roth,
Dist-Bolangir
Con. No. 911312070869

- **COMPLAINANT**

-Versus-

Sub-Divisional Officer,
Electrical Sub-Division,
TPWODL, Loisingha

- **OPPOSITE PARTY**



ORDER
(Dt.19.09.2024)

HISTORY OF THE CASE

The Complainant is a LT-Dom. consumer availing a CD of 1 KW. He has disputed that though he has availed power supply in May-2024 but energy bills have been raised prior to that and appealed before the Forum for withdrawal of bills during no power supply period till Apr-2024. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 07.08.2024

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Agalpur section of Loisingha Sub-division. The complainant represented that he was served with false bills till Apr-2024 where he has not availed power supply. For that false bill, the arrear has been accumulated to ₹ 14,379.39p 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 without relevant documents. On defence, he intimated that the consumer is a LT-Dom consumer availing power supply since Apr-2020. The billing dispute raised by the complainant for the false billing from Apr-2020 to Apr-2024 needs field verification. As the matter is quite old, the OP asked for seven day time to submit the report.

Considering the above, the OP requested before the Forum to pass order as deemed fit.

CO-OPTED MEMBER

MEMBER (Fin.)
19/09/24

PRESIDENT
19/09/24

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 1 KW. As per record, the consumer has availed power supply since 15th Apr. 2020 and the arrear outstanding upto Jul-2024 is ₹ 14,379.39p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. As per billing record, power supply has been released on 15th Apr. 2020 where the consumer stated that he has availed power supply in May-2024. Hence, the Forum directed the OP to make a field verification and must submit a report within seven days.

In response to the direction, the OP has made a field inspection on 28th Aug. 2024 and reported that P/s to the said consumer has been released in May-2024 with meter no. TWSP51132495. The report submitted by SDO-Loisingha dated 28th Aug. 2024 has taken into record.

The Forum analysed the above-stated report and observed that the OP is not serious while submitting report to the Forum. The deficiency in the report is,

As per billing data, power supply has been released on 15th Apr. 2020 but as per PVR, the inspecting officer mentioned that the consumer is not using power supply since the year 2019 to Apr-2024. Hence, it is crystal clear that the OP has given false data about date of connection. The Forum has taken this as a **SERIOUS NEGLIGENCE IN DUTY** and warned herewith not to repeat this sort of mistake in future.

Hence, the Forum is of the opinion that the case is to be decided as per available documents & version of the complainant.


2. 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 energy bills raised to the consumer from 15th Apr. 2020 to Apr.-2024 must be withdrawn as there was no power supply to the consumer premises.
2. DPS is to be levied as per OERC Regulation.
3. 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.PADHHEE
CO-OPTED MEMBER


P.K.SAHOO
MEMBER (Fin.)


K.B.SAHU
PRESIDENT

Copy to: -

1. Sri Bhagatram Sahu, At-Fatamunda, Po-Roth, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Loisingha.
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:Bhoingar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."