

GRIEVANCE REDRESSAL FORUM, BOLANGIR

(Infront of Children's Park),

BOLANGIR-767001, Tel./Fax:-(06652) 235741

E-mail: grfvesco.bgr@rediffmail.com/ Grf.bolangir@tpwesternodisha.com

Bench: Er. Kumuda Bandhu Sahu (President),

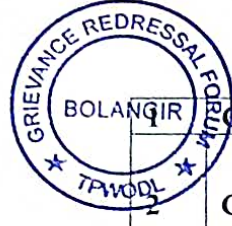
Sri Prasanta Kumar Sahoo (Member (Finance)), Sri Krupasindhu Padhee, (Co-Opted Member)

Memo No.GRF/BGR/Order/ 952⁽⁵⁾

Dated, the 26/09/2024

Corum: Er. Kumuda Bandhu Sahu
Sri Prasanta Kumar Sahoo
Sri Krupasindhu Padhee

- President
- Member (Finance)
- Co-Opted Member



Case No.	Complaint Case No. BGR/590/2024		
Complainant/s	Name & Address	Consumer No	Contact No.
	Sri Kunja Bihari Pande, At/Po-Khaliapali, P.S-Loisingha, Dist-Bolangir	Intending Consumer	9438837246
Respondent/s	Name S.D.O (Elect.), No. II, TPWODL, Bolangir	Division Bolangir Electrical Division, TPWODL, Bolangir	
Date of Application	30.08.2024		
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) -		
Section(s) of Electricity Act, 2003 involved			
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		
Date(s) of Hearing	19.09.2024		
Date of Order	26.09.2024		
Order in favour of	Complainant <input checked="" type="checkbox"/>	Respondent <input type="checkbox"/>	Others <input type="checkbox"/>
Details of Compensation awarded, if any.	Nil		

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

Place of Hearing: GRF, Bolangir

Appeared:

For the Complainant -Sri Kunja Bihari Pande
For the Respondent -Smt. Sita Rani Seth, Jr. Accountant (Auth. Representative)

Complaint Case No. BGR/590/2024

Sri Kunja Bihari Pande,
At/Po-Khaliapali,
P.S-Loisingha,
Dist-Bolangir
Con. No. Intending Consumer

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**

ORDER

(Dt.26.09.2024)

HISTORY OF THE CASE

The Complainant is an intending consumer to avail supply of 2 KW. His application was held up as there is arrear outstanding in name of his father Sri Nrupa Pande amounting to Rs.37464.53 as on May-2023

The case was heard in detail.

PROCEEDING OF HEARING DATED : 19.09.2024

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is an Intending consumer under Sub-division-II, Bolangir. The consumer represented that average bills were served after disconnection of power supply on Dt.30.09.2013 to the house in name of his father, Sri Nrupa Pande. Arrear as on Sept-13 was Rs.1386.07p. He is denied new power supply at a different location. He is willing to pay undisputed amount.

SUBMISSION OF OPPOSITE PARTY DURING HEARING

The OP appeared before the Forum with relevant records. On defence, he intimated that power supply was disconnected due to non payment and transformer burnt from sept-2013 and willing to withdraw subsequent avg billing.

Considering the above, the OP requested before the Forum for withdrawal of avg billing after disconnection and pass order as deemed fit.


CO-OPTED MEMBER


MEMBER (Fin.)


PRESIDENT

FINDINGS AND ANALYSIS OF THE FORUM

Sri Kunja Bihari Pande, Intending consumer is willing to pay arrear in name of his father if billing during disconnection period is withdrawn and requested to allow new connections. So billing upto September 2013 must be paid by Sri Kunja Bihari Pande before release of new connection.

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.

The energy bills raised to the consumer after sept-13 is to be withdrawn and new supply be released to Sri Kunja Bihari Pande within 15 days after payment of arrear upto September'2013.

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 Kunja Bihari Pande, At/Po-Khaliapali, P.S-Loisingha, 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."