



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/ 972

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/611/2024		
2	Complainant/s	Name & Address	Consumer No	Contact No.
		Sri Ram Narayan Ray, At-Raipali, Po-Rengali, Via-Lachhipur, Dist-Sonepur,	915102096817	7978095237
3	Respondent/s	Name	Division	
		S.D.O (Elect.), TPWODL, Sonepur	Sonepur Electrical Division, TPWODL, Sonepur	
4	Date of Application	11.09.2024		
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	11.09.2024		
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: Camp Court at Tarbha

Appeared:

For the Complainant –Sri Ram Narayan Ray
For the Respondent –Sri Bibekananda Dikshit, S.D.O (Elect.), Sonapur

Complaint Case No. BGR/611/2024

Sri Ram Narayan Ray,
At-Raipali,
Po-Renglai,
Via-Lachhipur,
Dist-Sonepur
Con. No. 915102096817

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**



ORDER
(Dt.30.09.2024)

During spot hearing at Tarbha consumer camp on dt.11.09.2024 the Complainant Sri Ram Narayan Ray appeared before the Forum in person and also Sri Bibekananda Dikshit, S.D.O (Elect.), TPWODL, Sonapur appeared in person as opposite party.


The Complainant bearing consumer no. 915102096817 in his written petition disputed the billings done during disconnection period from April'2012. He therefore requested before the Forum for withdrawal of such bills generated during the period of disconnection and thereby redress his grievance.

On the other hand the opposite party submitted a billing abstract concerning to the period from November-December'2011 to July'2013 having being enclosed with a photo copy of the meter and a PVR drawn on dt.11.09.2024 and admitted that there is no power supply from the date of power supply with a meter reading at '000' against meter no. LW1396319. 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 LT/ domestic category with date of power supply from dt.02.11.2011.
2. A meter was earlier installed in the premises with Sl. No. 819866 having average billings done from June'2014 to August'2018.
3. A new meter appears to have been replaced against the old one bearing no. LW139319 since dt.31.12.2018.
4. The arear outstanding has gone upto Rs.19675.31 by month ending July'2023.


CO-OPTED MEMBER


MEMBER (Fin.)


PRESIDENT

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

The monthly bills raised from the date of power supply i.e. from November'2011 (dt.02.11.2011) to date are to be withdrawn.

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 Ram Narayan Ray, At-Raipali, Po-Rengali, Via-Lachhipur, Dist-Sonepur.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Sonepur.
3. DFM/ AFM/ JFM, Sonepur Electrical Division, TPWODL, Sonepur.
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."