



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/ 1010

Dated, the 29/10/2024

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/630/2024																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																								
		Sri Rankamani Sahu, At/Po-Dunguripali, Dist-Sonepur		915302040425	9668713834																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Binka		Division Sonepur Electrical Division, TPWODL, Sonepur																									
4	Date of Application	18.09.2024																											
5	In the matter of-	<table><tr><td>1. Agreement/Termination</td><td>2. Billing Disputes</td><td>√</td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td>4. Contract Demand / Connected Load</td><td></td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td>6. Installation of Equipment & apparatus of Consumer</td><td></td></tr><tr><td>7. Interruptions</td><td>8. Metering</td><td>√</td></tr><tr><td>9. New Connection</td><td>10. Quality of Supply & GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection & equipments</td><td></td></tr><tr><td>13. Transfer of Consumer Ownership</td><td>14. Voltage Fluctuations</td><td></td></tr><tr><td colspan="3">15. Others (Specify) -</td></tr></table>				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) -		
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6	Section(s) of Electricity Act, 2003 involved																												
7	OERC Regulation(s) with Clauses	<table><tr><td>1. OERC Distribution (Conditions of Supply) Code,2019; Clause(s) 155, 157</td></tr><tr><td>2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004; Clause</td></tr><tr><td>3. OERC Conduct of Business) Regulations,2004; Clause</td></tr><tr><td>4. Odisha Grid Code (OGC) Regulation,2006; Clause</td></tr><tr><td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004; Clause</td></tr><tr><td>6. Others</td></tr></table>				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																		
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8	Date(s) of Hearing	18.09.2024																											
9	Date of Order	29.10.2024																											
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 Cherupali

Appeared:

For the Complainant - Sri Rankamani Sahu
For the Respondent - Sri Udaya Sankar Patjoshi, S.D.O (Elect.), Binka

Complaint Case No. BGR/630/2024

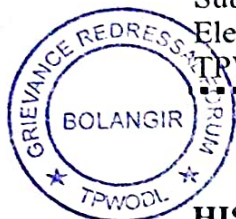
Sri Rankamani Sahu,
At/Po-Dunguripali,
Dist-Sonepur
Con. No. 915302040425

COMPLAINANT

-Versus-

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

OPPOSITE PARTY



ORDER

(Dt.29.10.2024)

HISTORY OF THE CASE

The Complainant is a LT-Dom. consumer availing a CD of 2 KW. He was disputed that power supply to his premises was under disconnection for a long time during the year 2019 to 2022 but energy bills were raised regularly. For that, he has appealed before the Forum for withdrawal of bills during power supply disconnection period. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 18.09.2024

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Cherupali section of Binka Sub-division. The consumer represented that he was served with false bills during power supply disconnection period i.e. during the year 2019 to 2022. For that false bills, the arrear has been accumulated to ₹ 78,013.80p upto Sep.-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 with relevant documents. On defence, he intimated that the consumer is a LT-Dom consumer availing power supply since Dec-2008. The billing dispute raised by the complainant for the false billing during disconnected period needs field verification. As the matter is quite old, the OP asked for seven days time to submit the report.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 2 KW. The consumer has availed power supply since 16th Dec. 2008 and the arrear outstanding upto Sep.-2024 is ₹ 78,013.80p. As complained by the complainant and submission of OP, it is observed by the Forum that,

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT



1. The complainant represented that power supply to his premises was under disconnection during the year 2019 to 2022 against which the OP asked some time for field inspection. Hence, the Forum directed the OP to make a field verification and must submit a report within seven days. The OP submitted the PVR prepared on 04th Oct. 2024 by ESO-Cherupali. The abstract of PVR is,

"By visiting the consumer side, we found that the respected consumer power connection was disconnected from Oct-2019 to Jun-2022 as confirmed by local neighbour and our billing staff."

The PVR submitted by ESO-Cherupali dated 04th Oct. 2024 has been taken into record.

From the above, it is confirmed that power supply to the consumer was under disconnection from Oct-2019 to Jun-2022.

2. The Forum has gone through the billing abstract submitted by OP and found that provisional billing was done from Nov-2019 to Apr-2023. A new meter has been installed on 29th Sep. 2022 with meter no. 300024512 but due to delay in meter protocol data, it has been reflected in Jun-2023 with CMR: 1133.
3. 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 Oct-2019 to Jun.-2022 is to be withdrawn as there was no power supply to the consumer premises. Only MMFC is to be charged for the said period.**
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.PADHEE
CO-OPTED MEMBER

P.K.SAHOO
MEMBER (Fin.)

K.B.SAHU
PRESIDENT

Copy to: -

1. Sri Rankamani Sahu, At/Po-Dunguripali, Dist-Sonepur.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Binka.
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."