



# 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/ 979<sup>CS</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/654/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Braja Kishor Meher, At/Po-Menda, Via-Loisingha, Dist-Bolangir		911311050058	9556076969
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Loisingha		Division Bolangir Electrical Division, TPWODL, Bolangir	
4	Date of Application	21.09.2024			
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) <u>155, 157</u>			
		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	21.09.2024			
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 Loisingha

**Appeared:**

**For the Complainant** –Sri Braja Kishor Meher  
**For the Respondent** –Sri Abanikanta Maharana, S.D.O (Elect.), Loisingha

**Complaint Case No. BGR/654/2024**

Sri Braja Kishor Meher,  
At/Po-Menda,  
Via-Loisingha,  
Dist-Bolangir  
Con. No. 911311050058

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**

**ORDER**

**(Dt.30.09.2024)**

**HISTORY OF THE CASE**

The Complainant is a LT-Dom. consumer availing a CD of 1.0 KW prior to Apr-1999 but he has not availed power supply from Jan-2018 to Dt.23.08.2024 as per PVR submitted by OP. He was billed on Avg Basis from Mar-2013 to Apr-22 and subsequently billed with “0” units till Aug-2024. Furthermore, consumer was billed on GP tariff although supply was used for domestic purpose as represented by the consumer. He has submitted his grievances for revision of bill. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

**PROCEEDING OF HEARING DATED : 21.09.2024**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The consumer represented that he has not availed power supply from Jan-2018 to Dt.23.08.2024. He was billed on Avg Basis upto Apr-22 and subsequently billed with “0” units. Furthermore, he is using power supply for domestic purpose where he is billed under GP tariff. He has submitted his grievances for revision of bill.

**SUBMISSION OF OPPOSITE PARTY DURING HEARING**

The OP appeared before the Forum with relevant records. On defence, he stated that consumer power supply was dis connected for the period Jan-18 to Dt.23.08.2024 and reconnected on dt.24.08.2024 after payment of part arrear of Rs.10,000=00 with reconnection fee. OP requested suitable order regarding revision of bills and tariff change.

Considering the above, the OP requested before the Forum for revision of previous disputed bills and pass order as deemed fit.

  
CO-OPTED MEMBER

  
MEMBER (Fin.)

  
PRESIDENT



## **FINDINGS AND ANALYSIS OF THE FORUM**

The consumer is a LT-Dom. consumer with a CD of 1.0KW. As per PVR submitted by OP, power supply was disconnected from Jan-2018 to dt.23.09.2024. The PVR dt.24.09.2024 submitted by the opposite party admitted that power supply to the consumer was disconnected from Jan-2018 to dt.23.09.2024. the PVR dt.24.09.2024 has been taken into record.


Regarding applicability of tariff under Domestic category, the consumer is billed under GPS tariff from the date of power supply. In the said case, the consumer has not yet approached before the licensee for change of tariff and directly knocked the door of the Forum which violates CHP procedure for which the Forum advised the Complainant to apply before the licensee for change of tariff observing OERC Regulation.

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 bill raised to the consumer from Jan-2018 to dt.23.09.2024 is to be waived as there was no power supply to the consumer premises. Only MMFC is to be charged for the said period.**
2. **The petition of applicability of tariff under domestic category is hereby rejected. The Complainant is advised to apply for change of tariff category in obedience to OERC Regulation.**
3. **DPS is to be levied as per OERC Regulation.**
4. **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 Braja Kishor Meher, At/Po-Menda, Via-Loisingha, 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](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."**