



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/ 1012^{CS}

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/657/2024																											
2	Complainant/s	Name & Address		Consumer No	Contact No.																								
		Sri Jajna Kara Mishra, At-Apamara, Po-Bhutiabahal, Dist-Bolangir		911524190001	8018884422																								
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Tusura		Division Bolangir Electrical Division, TPWODL, Bolangir																									
4	Date of Application	24.09.2024																											
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)</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)	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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6. Others																													
8	Date(s) of Hearing	18.10.2024																											
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: GRF, Bolangir

Appeared:

For the Complainant -Sri Jajna Kara Mishra

For the Respondent -Sri Sanjeeb Kumar Padhi, S.D.O (Elect.), Tusura

Complaint Case No. BGR/657/2024

Sri Jajna Kara Mishra,
At-Apamara,
Po-Bhutiarbahal,
Dist-Bolangir
Con. No. 911524190001

COMPLAINANT

-Versus-

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

OPPOSITE PARTY



ORDER
(Dt.29.10.2024)

HISTORY OF THE CASE

The Complainant is a LT-Dom. consumer availing a CD of 1.5 KW. He was disputed that the premises was lying vacant from the year 2008 to 2018 but bills were raised regularly. Secondly, transformer was burnt several times but bills were raised which needs to be withdrawn. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 18.10.2024

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Deogaon section of Tusura Sub-division. The consumer represented that he was served with false bills during vacant period of his premises from the year 2008 to 2018. Also, false bills were raised during transformer break-down period. For that false bills, the arrear has been accumulated to ₹ 2,11,112.51p 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 prior to Apr-1999. The billing dispute raised by the complainant for the period 2008 to 2018 has no base as actual billing was were raised during that period and also the consumer has made payment of energy bill several times. Secondly, regarding burnt of transformer, there is no such record found during enquiry of the consumer locality. Hence, the petition of the complainant should be rejected.

CO-OPTED MEMBER

MEMBER (Fin.)
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PRESIDENT

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 1.5 KW. The consumer has availed power supply prior to Apr-1999 and the total outstanding upto Sep.-2024 is ₹ 2,11,112.51p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The complainant represented that his premises was vacant from the year 2008 to 2018 for which he has not availed power supply during that period. The OP submitted that they had made physical enquiry of that locality and no such evidence found as claimed by the complainant.

The Forum analysed the billing pattern & written version submitted by OP and found that the disputed period claimed by the complainant has no base as actual billing was done and payment made by the consumer several times during that period. Hence, the contention of the complainant has no base.

2. The complainant represented that he has not availed power supply for years together due to burnt of transformer. The OP submitted that they had made physical enquiry of that locality and no such evidence identified. Also, the complainant was unable to provide proper evidence of transformer burnt period.

The Forum analysed the complaint and written version of both the parties. It is observed that the complaint of the complainant is an open-ended where it was not specified about transformer break-down period. From the billing ledger, it is also found that actual billing was done. The same also confirmed with the written version submitted by OP that during field enquiry, no such incident identified.

The written version submitted by SDO-Tusura dated 18th Oct. 2024 has taken into record.

3. The complainant has not paid the monthly bill regularly for which the total outstanding has been accumulated to ₹ 2,11,112.51p upto Sep.-2024.

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 complaint raised by the complainant has no base for which the petition is hereby rejected. The complainant is directed to pay the arrear outstanding as claimed by the licensee.

Case is disposed off accordingly.


K.S.PADHEE
CO-OPTED MEMBER


P.K.SAHOO
MEMBER (Fin.)


K.B.SAHU
PRESIDENT

Copy to: -

1. Sri Jajna Kara Mishra, At-Apamara, Po-Bhutiabahal, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Tusura.
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."