



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/ 991

Dated, the 18/10/2024

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/670/2024		
2	Complainant/s	Name & Address Sri Trilochan Jagdala, At-Bakchera, Po-Kalapathar, Dist-Sonepur	Consumer No 915001032356	Contact No. - -
3	Respondent/s	Name (1) S.D.O (Elect.), TPWODL, B.M.Pur (2) EE, SED, TPWODL, Sonepur	Division Sonepur Electrical Division, TPWODL, Sonepur	
4	Date of Application	05.10.2024		
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) 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		
8	Date(s) of Hearing	05.10.2024		
9	Date of Order	18.10.2024		
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 Hikudi

Appeared:

For the Complainant -Sri Trilochan Jagdala
For the Respondent -Sri Soumya Ranjan Das, S.D.O (Elect.), B.M.Pur

Complaint Case No. BGR/670/2024

Sri Trilochan Jagdala,
At-Bakchera,
Po-Kalapathar,
Dist-Sonepur
Con. No. 915001032356

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COMPLAINANT

-Versus-

Sub-Divisional Officer,
Electrical Sub-Division,
TPWODL, B.M.Pur
EE, SED, TPWODL, Sonepur

-

OPPOSITE PARTIES



ORDER
(Dt.18.10.2024)

HISTORY OF THE CASE

The Complainant is a LT-Irr. consumer availing a CD of 2.5 KW. He was disputed about the energy bill raised from Sep.-2022 to till date as there is breakdown of transformer from Sep-2022 and he has not availed power supply. 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 : 05.10.2024

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under B.M. Pur section of B M Pur Sub-division. The consumer represented that he was served with false energy bill from Sep-2022 onwards to till date where the transformer is burnt since Sep-2022 and he has not availed power supply. In this regard, he has submitted a report submitted by Asst. Executive Engineer, LI sub-division vide dated 05.10.2024. For that, the arrear has been accumulated to ₹ 41,929.49p upto Aug.-2024. The complainant raised dispute against the said bill 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-Lift. Irr. consumer availing power supply since Feb.-2016. The billing dispute raised by the complainant for the false billing from Sep-2022 to till date is a genuine dispute as the transformer is under break-down since Sep-2022.

Considering the above, the Forum has allowed seven day time to submit the report.

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Irr. consumer with a CD of 2.5 KW. The consumer has availed power supply since 15th Feb. 2016 and the arrear outstanding upto Aug.-2024 is ₹ 41,929.49p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer represented that due to transformer burnt, he has not availed power supply from Sep-2022 to till date. In support of evidence, he submitted letter of Asst. Engineer , L.I. Sub-division, B M Pur dated 05.10.2024. In the said report, it was certified that the said transformer connected to the beneficiary was burnt from Sep-2022 to till date. The report submitted by Asst. Engineer , L.I. Sub-division, B M Pur dated 05.10.2024 has taken into record.
2. From the above, it is clear that due to burnt of transformer, the consumer has not availed power supply from Sep-2022 to till date and the bill raised during this period needs revision.
3. The OP also admitted that the facts stated by the consumer is true.
4. On scrutiny of the documents, it is observed by the Forum that the bills raised during meter defective period needs bill revision under CI-155 & 157 of OERC Distribution 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 Sep.-2022 to till date is to be waived. Only MMFC is to be charged as per CI-1 of the standard agreement executed by the petitioner with the opposite party.**
2. **The OP is directed to take necessary step at the earliest for replacement of burnt transformer.**
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. PADHIE
K.S. PADHIE

CO-OPTED MEMBER

P.K. SAHOO
P.K. SAHOO

MEMBER (Fin.)

K.B. SAHU
K.B. SAHU

PRESIDENT

Copy to: -

1. Sri Trilochan Jagdala, At-Bakchera, Po-Kalapathar, Dist-Sonepur.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, B.M.Pur.
3. Executive Engineer, Sonepur Electrical Division, TPWODL, Sonepur.
4. DFM/ AFM/ JFM, Sonepur Electrical Division, TPWODL, Sonepur.
5. Superintending Engineer, Electrical Circle, TPWODL, Bolangir.
6. 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."