



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/ 102063

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/671/2024																											
2	Complainant/s	Name & Address Sri Surya Narayan Amat, For Sri Radha Kanta Amat, At-Bhutiapali, Po-Murdundhi, Dist-Sonepur		Consumer No 915001033696	Contact No. 9938323365																								
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-	<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	05.10.2024																											
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: Camp Court at Hikudi

Appeared:

For the Complainant -Sri Surya Narayan Amat

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

Complaint Case No. BGR/671/2024

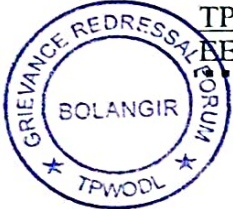
Sri Surya Narayan Amat,
For Sri Radha Kanta Amat,
At-Bhutiapali,
Po-Mursundhi,
Dist-Sonepur
Con. No. 915001033696

COMPLAINANT

-Versus-

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

OPPOSITE PARTY



ORDER
(Dt.29.10.2024)

HISTORY OF THE CASE

The Complainant is a LT-Irr. consumer availing a CD of 2.5 KW. He was disputed the energy billing raised from the date of supply to till date as he has not availed power supply since the beginning. 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 the date of supply i.e. 18th May 2018 onwards to till date where he has not availed power supply. In this regard, he was submitted a report submitted by Asst. Executive Engineer, LI sub-vision vide dated 05.10.2024. For that, the arrear has been accumulated to ₹ 28,901.20p upto Sep.-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 May-2018. The billing dispute raised by the complainant for the false billing from the date of supply i.e. from 18th May 2018 to till date is a genuine dispute where the consumer has not availed power supply due to defunct of the said deep borewell point.

CO-OPTED MEMBER

MEMBER (Fin.)
Page 2 of 3

PRESIDENT

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

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 18th May 2018 and total outstanding upto Sep.-2024 is ₹ 28,901.20p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer represented that due to caving of the said deep borewell, he has not availed power supply from the beginning and the same status is continuing till date and represented that the said project is not running since the beginning. In supportive of this, he has submitted a letter of Asst. Executive Engineer, L.I. Sub-division, Sonepur vide letter no. nil dated 05.10.2024 that the said deep bore well project is not running since 20th May 2018 due to defunct of DBW.
2. From the above report, it is clear that due to caving of the said DBW, the consumer has not availed power supply from 20th May 2018 to till date and the bill raised during this period needs revision.
3. 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 20th May 2018 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 consumer must be tagged under PDC category in the billing.
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 Surya Narayan Amat, At-Bhutiapali, Po-Mursundhi, 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."