



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/ 1022

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/681/2024																											
2	Complainant/s	Name & Address Smt. Shesakanti Nag, At-Talpalipada, Po/Dist-Bolangir		Consumer No 911111060630	Contact No. 9853969839 7978416067																								
3	Respondent/s	Name S.D.O (Elect.), No. I, TPWODL, Bolangir		Division Bolangir Electrical Division, TPWODL, Bolangir																									
4	Date of Application	18.10.2024																											
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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6. Others																													
8	Date(s) of Hearing	24.10.2024																											
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 -Smt. Shesakanti Nag
For the Respondent -Sri Swadhin Sahu, OAG-II (Auth. Representative)

Complaint Case No. BGR/681/2024

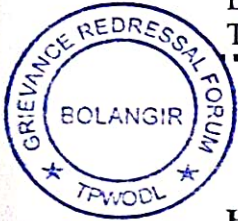
Smt. Shesakanti Nag,
At/Po-Talpalipada,
Po/Dist-Bolangir
Con. No. 911111060630

COMPLAINANT

-Versus-

Sub-Divisional Officer,
Electrical Sub-Division, No.1,
TPWODL, Bolangir.

OPPOSITE PARTY



ORDER
(Dt.29.10.2024)

HISTORY OF THE CASE

The Complainant is a LT-Dom. consumer availing a CD of 1 KW. She was disputed that though she has availed power supply in Aug.-2020 but energy bills have been raised from Sep.-2018 and appealed before the Forum for withdrawal of bills during no power supply period i.e. Sep-2018 to Jul-2020. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 24.10.2024

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under ESO-I section of Balangir-I Sub-division. The complainant represented that she was served with false bills from Sep-2018 to Jul-2020 where she has not availed power supply. For that false bills, the arrear has been accumulated to ₹ 30,960.51p upto Sep.-2024. The complainant raised dispute against the said period and requested before the Forum for suitable revision of bill.

PREVIOUS COMPLAINS IF ANY :

Letter dated 27.08.2024 addressed to SDO-I, Balangir with acknowledged by AOC dated 27.08.2024.

SUBMISSION OF OPPOSITE PARTY DURING HEARING

The authorized representative of OP appeared before the Forum with relevant documents. On defence, he intimated that as per billing data, the consumer is a LT-Dom consumer availing power supply since Sep.-2018. The billing dispute raised by the complainant for the false billing from Sep-2018 to Jul-2020 is genuine. As per field inspection report of ESO-I dated 19th Oct. 2024, the consumer has availed power supply since Aug-2020.

CO-OPTED MEMBER

MEMBER (Fin.)
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PRESIDENT

Considering the above, the OP requested before the Forum to pass order as deemed fit.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 1 KW. As per record, the consumer has availed power supply since 01st Sep. 2018 and the arrear outstanding upto Sep-2024 is ₹ 30,960.51p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. As per billing record, power supply has been released on 01st Sep. 2018 whereas the consumer stated that she has availed power supply during Aug.-2020. The OP submitted an inspection report of sated 19th Oct. 2024 and certified that power supply to the consumer has been released on Aug.-2020 with meter no. LW502563. The report of ESO-I dated 19th Oct. 2024 has taken into record.

From the above report dated 19th Oct. 2024, it is observed by the Forum that power supply to the consumer has been released on 01st Aug. 2020 instead of 01st Sep. 2018. Hence, all bills raised prior to Aug.-2020 is false billing and needs to be withdrawn.

2. 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 01st Sep. 2018 to 31st Jul. 2020 must be withdrawn as there was no power supply to the consumer premises.
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. Smt. Shesakanti Nag, At-Talpalipada, Po/Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, No. I, TPWODL, Bolangir.
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."