

# 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/

21<sup>st</sup>

Dated, the

06/01/2024

Forum:

Er. Kumuda Bandhu Sahu  
Sri Prasanta Kumar Sahoo  
Sri Krupasindhu Padhee

- President  
- Member (Finance)  
- Co-Opted Member



1	Case No.	Complaint Case No. 1067/2023			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sri Pradeep Kumar Nanda, For Sri Himanshu Sekhar Nanda, At/Po-Bhaler, Dist-Bolangir	911001021114	9776611455	
3	Respondent/s	Name EE, BED, TPWODL, Bolangir	Division Bolangir Electrical Division, TPWODL, Bolangir		
4	Date of Application	10.11.2023			
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) 116, 155			
		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	07.12.2023			
9	Date of Order	06.01.2024			
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 Pradeep Kumar Nanda  
**For the Respondent** –Sri Srikanta Satpathy, AFM (Authorised Representative)

**Complaint Case No. 1067/2023**

Sri Pradeep Kumar Nanda,  
For Sri Himanshu Sekhar Nanda,  
At/Po-Bhaler,  
Dist-Bolangir  
Con. No. 911001021114

- **COMPLAINANT**

-Versus-

Executive Engineer,  
Bolangir Electrical Division,  
TPWODL, Bolangir

- **OPPOSITE PARTY**



**ORDER**  
**(Dt.06.01.2024)**

**HISTORY OF THE CASE**

The Complainant is a LT-Lift. Irr. consumer availing a CD of 2.5 KW. He has disputed the average billing done from 22<sup>nd</sup> Jul. 2018 to 26<sup>th</sup> Jun. 2019 due to transformer burnt. He has submitted his grievances for waiver of energy bill for the transformer break-down period. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

**PROCEEDING OF HEARING DATED: 07.12.2023**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Bolangir Division. The consumer represented that he has been served with average bills during the transformer break-down period i.e. from 22<sup>nd</sup> Jul. 2018 to 26<sup>th</sup> Jun. 2019 where electricity has not been used. For such, the arrear has accumulated to ₹. 15,816.94p upto Nov-2023. The complainant raised dispute against the said period and requested before the Forum for waiver of bill and suitable bill revision.

**SUBMISSION OF OPPOSITE PARTY DURING HEARING**

The OP appeared before the Forum with out relevant document. On defence, he intimated that as per record, the consumer is a LT-Lift. Irr. consumer availing power supply since Apr-2013. The billing dispute raised by the complainant for the average billing for the transformer break-down period i.e from 22<sup>nd</sup> Jul. 2018 to 26<sup>th</sup> Jun. 2019 which needs some time for searching of record and further verification of the field.

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.)  
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PRESIDENT

## FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Lift Irr. consumer with a CD of 2.50 KW. As per billing abstract, the consumer has availed power supply since 20<sup>th</sup> Apr. 2013 and the arrear outstanding upto Nov-2023 is ₹. 15,816.94p. As complained by the complainant and submission of OP, it is observed by the Forum that,


1. The petitioner represented that due to transformer break-down, he has not availed power supply from 22<sup>nd</sup> Jul. 2018 to 26<sup>th</sup> Jun. 2019.  
In response to above, the OP has not submitted any statement or written version and requested before the Forum to allow seven days time to submit detailed report with written submission.  
Considering above, the Forum allowed seven days for submission of report and written version and advised the OP to provide a copy of inspection report along with written version to the petitioner.  
The OP failed to submit the information within scheduled time as committed. Again, reminder was given to submit the relevant documents but till date the OP fails to submit before the Forum. Hence, the Forum is of the opinion that the OP has nothing to say in this regard and the statement of the petitioner should be taken into consideration.
2. During analysis of billing statement, it is found that the consumer is availing power supply without meter which violates CI-97 of OERC Distribution Code-2019.
3. Hence, bill revision is required under CI-155 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. A new meter is to be installed immediately as per Reg-116 of OERC Dist. (CoS) Code 2019 to ascertain the consumption of the consumer as well as proper billing.
2. The energy bill raised to the consumer from 22<sup>nd</sup> Jul. 2018 to 26<sup>th</sup> Jun. 2019 is to be withdrawn. Only MMFC is to be charged for the said period as per CI-1 of the standard agreement executed by the petitioner with the opposite party.
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. PATEL  
CO-OPTED MEMBER

  
P.K. SAHOO  
MEMBER (Fin.)

  
K.B. SAHU  
PRESIDENT

Copy to: -

1. Sri Pradeep Kumar Nanda, At/Po-Bhaler, Dist-Bolangir.
2. Executive Engineer, Bolangir Electrical Division, 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.

**"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."**