

# 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/ 25<sup>59</sup>

Dated, the 06/01/2024



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

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

2	Case No.	Complaint Case No. 1090/2023		
2	Complainant/s	Name & Address Sri Tirthabasi Deheri, At/Po-Kartang, Via-Binka, Dist-Sonepur	Consumer No 915001032813	Contact No. 8018120830
3	Respondent/s	Name EE, SED, TPWODL, Sonepur	Division Sonepur Electrical Division, TPWODL, Sonepur	
4	Date of Application	16.11.2023		
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) <u>155, 157</u> 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	01.12.2023		
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 Tirthabasi Deheri  
**For the Respondent** -Sri Abadhut Pradhan, JFM (Auth. Representative)

**Complaint Case No. 1090/2023**

Sri Tirthabasi Deheri,  
At/Po-Kartang,  
Via-Binka,  
Dist-Sonepur  
Con. No. 915001032813

- **COMPLAINANT**

-Versus-

Executive Engineer,  
Sonepur Electrical Division,  
TPWODL, Sonepur

- **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 provisional billing has been raised from Nov-2016 to till date as there is no use of power due to failure of motor pump. He has submitted his grievances for waiver of energy bill from Nov-2016 to till date. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

**PROCEEDING OF HEARING DATED: 01.12.2023**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Sonepur Division. The consumer represented that he has been served with provisional bills from Nov-2016 to till date whereas the motor pump is not in use since 28<sup>th</sup> Oct. 2016. For such, the arrear has been accumulated to ₹. 50,836.42p upto Nov-2023. The complainant raised dispute against the said period and requested before the Forum for waiver of bill and direction to be issued for stop of billing.

**PREVIOUS COMPLAINS IF ANY :**

Letter to SDO-Binka dated 20<sup>th</sup> Mar. 2017 with acknowledgement.

**SUBMISSION OF OPPOSITE PARTY DURING HEARING**

The OP appeared before the Forum with relevant document. On defence, he intimated that

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as per record, the consumer is a LT-Lift. Irr. consumer availing power supply since Sep-2016. The billing dispute raised by the complainant for the provisional billing from the date of supply to till date. Also, he has disputed that he has not availed power supply from Nov-2016 which needs 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.

### **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 24<sup>th</sup> Sep. 2016 and the arrear outstanding upto Nov-2023 is ₹. 50,836.42p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The complainant has produced the letter addressed to SDO-Binka dated 20<sup>th</sup> Mar. 2017 that due to some technical issue, the motor pump has not been working since 28<sup>th</sup> Oct. 2016 which is duly acknowledged in the office of SDO-Binka. Also, he requested to disconnect the power supply as there is no requirement of power in future.

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 done 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 alongwith available documents.

2. From the billing abstract, it is found that the consumer has not made a single payment since the date of power supply. Also, provisional billing is continuing from the date of power supply. As the OP fails to submit the power supply status, the Forum believes that the consumer is not availing power supply at present.

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 billing status of the consumer is to be converted to "DISCONNECTED" and termination of agreement process should be initiated and to be complied immediately.
2. The energy bills raised to the consumer from Nov-2016 to till date is to be withdrawn. Only MMFC is to be charged upto Aug-2021 as per CI-1 of the standard agreement executed by the petitioner with the opposite party.

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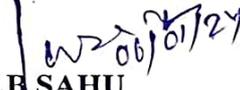
3. DPS is to be levied as per OERC Regulation.
4. All sundries and adjustments are to be considered during the above revision period.

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.PADHEE**  
**CO-OPTED MEMBER**

  
**P.K.SAHOO**  
**MEMBER (Fin.)**

  
**K.B.SAHU**  
**PRESIDENT**

Copy to: -

1. Sri Tirthabasi Deheri, At/Po-Kartang, Via-Binka, Dist-Sonepur.
2. Executive Engineer, Sonepur Electrical Division, TPWODL, Sonepur.
3. DFM/ AFM/ JFM, Sonepur Electrical Division, TPWODL, Sonepur.
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:Bhoingar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."**