

GRIEVANCE REDRESSAL FORUM, BOLANGIR

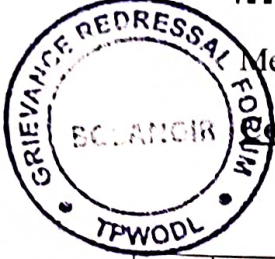
(Infront of Children's Park),

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/ 43 (5)

Dated, the 11/01/2024

Forum:

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

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

1	Case No.	Complaint Case No. 1156/2023		
2	Complainant/s	Name & Address Sri Premananda Sahu, At-Sardhapali, Po-Singhari, Dist-Sonepur	Consumer No 915001033538	Contact No. 7749083121
3	Respondent/s	Name EE, SED, TPWODL, Sonepur	Division Sonepur Electrical Division, TPWODL, Sonepur	
4	Date of Application	05.12.2023		
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	05.12.2023		
9	Date of Order	11.01.2024		
10	Order in favour of	Complainant <input checked="" type="checkbox"/>	Respondent <input type="checkbox"/>	Others <input type="checkbox"/>
11	Details of Compensation awarded, if any.	Nil		

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

Place of Hearing: Camp Court at Tarbha

Appeared:

For the Complainant -Sri Premananda Sahu
For the Respondent -Sri Abadhut Pradhan, JFM (Auth. Representative)

Complaint Case No. 1156/2023

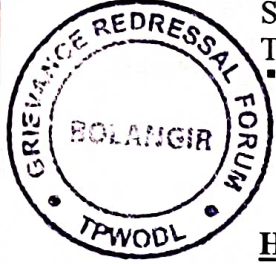
Sri Premananda Sahu,
At-Sardhapali,
Po-Singhari,
Dist-Sonepur
Con. No. 915001033538

- COMPLAINANT

-Versus-

Executive Engineer,
Sonepur Electrical Division,
TPWODL, Sonepur

- OPPOSITE PARTY



ORDER
(Dt.11.01.2024)

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 raised from the date of supply 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.

PROCEEDING OF HEARING DATED: 05.12.2023

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Sonepur Division. The consumer represented that he was served with average bill from the date of power supply to till date where he has not availed power supply for defunct of said LI point due to collapse of borewell. In this regard, a report submitted by Asst. Executive Engineer, LI sub-division vide dated 22.04.2022 has been attached. For such, the arrear has accumulated to ₹. 43,432.67p upto Nov-2023. The complainant raised dispute against the said bill and requested before the Forum for suitable revision of the bill.

SUBMISSION OF OPPOSITE PARTY DURING HEARING

The OP appeared before the Forum with billing abstract only. On defence, he intimated that the consumer is a LT-Lift. Irr. consumer availing power supply since Nov-2017. The billing dispute raised by the complainant for the average billing from the date of supply to till date. Also, he has disputed that he has not availed power supply from the beginning has no record. However, seven days time may please be allowed for submit a field inspection report.

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

CO-OPTED MEMBER

MEMBER (Fin.)

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 13th Nov. 2017 and the arrear outstanding upto Nov.-2023 is ₹. 43,432.67p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The consumer is availing power supply since 13th Nov. 2017 without meter which is disputed by the consumer 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, Sonapur vide letter no. 78 dated 22.04.2022 that the said deep bore well project is not running since long due to caving.
2. The OP fails to submit the inspection report and written version within time as allowed on hearing date i.e. 05th Dec. 2023.
3. Hence, it is construed that the OP has nothing to say in this regard as the matter is to be decided as per available documents.

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 consumer status should be converted to "DISCONNECTED" status in the billing software.
2. The energy bills raised to the consumer from the beginning i.e. 13th Nov. 2017 to till date is to be waived. Only MMFC is to be charged as per Cl-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.PADHEE
CO-OPTED MEMBER


P.K.SAHOO
MEMBER (Fin.)


K.B.SAHU
PRESIDENT

Copy to: -

1. Sri Premananda Sahu, At-Sardhapali, Po-Singhari, Dist-Sonepur.
2. Executive Engineer, Sonapur Electrical Division, TPWODL, Sonapur.
3. DFM/ AFM/ JFM, Sonapur Electrical Division, TPWODL, Sonapur.
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."