

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),

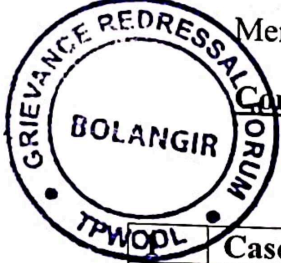
Sri Prasanta Kumar Sahoo (Member (Finance)), Sri Krupasindhu Padhee, (Co-Opted Member)

Memo No. GRF/BGR/Order/

81

Dated, the

29/01/2024



Forum:

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

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

Case No.	Complaint Case No. 1177/2023			
2	Complainant/s	Name & Address Sri Jogesh Chandra Meher, At/Po-Rampur, Via-Patnagarh, Dist-Bolangir	Consumer No 912001025215	Contact No. 6372411265
3	Respondent/s	Name EE, TED, TPWODL, Titilagarh	Division Titilagarh Electrical Division, TPWODL, Titilagarh	
4	Date of Application	08.12.2023		
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) 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		
8	Date(s) of Hearing	28.12.2023	11.01.2024	
9	Date of Order	29.01.2024		
10	Order in favour of	Complainant	<input checked="" type="checkbox"/> 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 Jogesh Chandra Meher
For the Respondent -Sri Kailash Ch. Swain, DFM (Auth. Representative)

Complaint Case No. 1177/2023

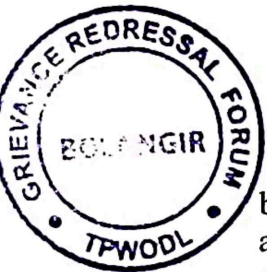
Sri Jogesh Chandra Meher,
At/Po-Rampur,
Via-Patnagarh,
Dist-Bolangir
Con. No. 912001025215

- COMPLAINANT

-Versus-

Executive Engineer,
Titilagarh Electrical Division,
TPWODL, Titilagarh

- OPPOSITE PARTY



ORDER
(Dt.29.01.2024)

During 2nd hearing on dt.11.01.2024 the Complainant Sri Jogesh Chandra Meher appeared before the Forum in person whereas Sri Kailash Chandra Swain, DFM, TED, Titilagarh appeared as authorised representative of opposite party. The 1st hearing done on dt.28.12.2023 was postponed due to absence of the opposite party.

The Complainant bearing consumer no. 9120 0102 5215 through his written complaint stated that;

- The power supply was given to the premises on dt.06.12.2012 but the bill generated during February'2012.
- The power supply is at present under disconnection after six months from the initial connection.

He therefore requested for restoration of power supply with withdrawal of the bills raised during the period of disconnection.

On the other hand the opposite party submitted a billing abstract concerning to the period from February'2019 to November'2023 along with a written version which reveals that;

- The CD of the premises is 2.5 KW under LI category.
- The consumer was being billed on provisional and average basis from the date of power supply to November'2023.
- The bill was stopped on dt.21.12.2023 due to non-payment by the consumer, since the date of power supply.
- The arrear accumulation has gone upto Rs.57223/- by month ending November'2023.

The Forum after going through the records produced before it observed that;

- The date of power supply is dt.06.12.2012 and the CD of the premises is 2.5 KW under LI category.

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

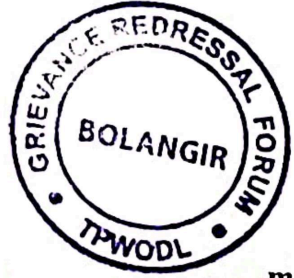
2. The bill of has been stopped during December'2023 due to non-payment against an arrear of Rs.57223.98 by month ending November'2023.

Basing on above observations, Forum passes the following direction as per Regulation of OERC Distribution (Conditions of Supply) Code 2019.

1. The power supply is to be restored with an interim payment and a new meter is to be installed at the time of reconnection of power supply.
2. The provisional and average bills are to be revised as per regulation after obtaining monthly average consumption of subsequent six months of the new meter.

Case is disposed off accordingly.

Compliance report must be submitted to the Forum by the opposite party within seven months after receipt of GRF order otherwise it will be treated as non-compliance.




K.S.PADNEE
CO-OPTED MEMBER


P.K.SAHOO
MEMBER (Fin.)


K.B.SAHU
PRESIDENT

Copy to: -

1. Sri Jogesh Chandra Meher, At/Po-Rampur, Via-Patnagarh, Dist-Bolangir.
2. Executive Engineer, Titilagarh Electrical Division, TPWODL, Titilagarh.
3. DFM/ AFM/ JFM, Titilagarh Electrical Division, TPWODL, Titilagarh.
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."