



## 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/ 72<sup>5</sup>

Dated, the 25/01/2024

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

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

1	Case No.	Complaint Case No. 1187/2023		
2	Complainant/s	Name & Address Sri Rabi Chandra Bag, At/Po-Bangomunda, Dist-Bolangir	Consumer No 912212113076	Contact No. 8984243476
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Kantabanji	Division Titilagarh Electrical Division, TPWODL, Titilagarh	
4	Date of Application	13.12.2023		
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	13.12.2023		
9	Date of Order	25.01.2024		
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:** Camp Court at Bangomunda

**Appeared:**

**For the Complainant**  
**For the Respondent**

-Sri Rabi Chandra Bag  
-Sri Bijaya Kumar Rout, OAG-II (Auth. Representative)

**Complaint Case No. 1187/2023**

Sri Rabi Chandra Bag,  
At/Po-Bangomunda,  
Dist-Bolangir  
Con. No. 912212113076

- **COMPLAINANT**

-Versus-

Sub-Divisional Officer,  
Electrical Sub-Division,  
TPWODL, Kantabanji

- **OPPOSITE PARTY**

**ORDER**

**(Dt.25.01.2024)**

**HISTORY OF THE CASE**

The Complainant is a LT-Dom. consumer availing a CD of 0.5 KW. He has disputed the average billing done from Sep-2015 to Nov-2022 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: 13.12.2023**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Tureikela section of Kantabanji Sub-division. The consumer represented that he has been served with average bills during the transformer break-down period i.e. from Sep-2015 to Nov-2022 where electricity has not been made available. For such, the arrear has accumulated to ₹. 15,863.52p 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 without relevant document. On defence, he intimated that, the consumer is a LT-Dom. consumer availing power supply since Oct-2014. The billing dispute raised by the complainant for the average billing for the transformer break-down period i.e. from Sep-2015 to Nov-2022, the opposite party needs some time for searching of record and further field verification.

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

**FINDINGS AND ANALYSIS OF THE FORUM**

The consumer is a LT-Dom. consumer with a CD of 0.50 KW. As per billing abstract, the consumer has availed power supply since 21<sup>st</sup> Oct. 2014 and the arrear outstanding upto Nov-2023 is ₹. 15,863.52p. As complained by the complainant and submission of OP, it is observed by the Forum that,

**CO-OPTED MEMBER**

**MEMBER (Fin.)**

**PRESIDENT**




1. The petitioner represented that due to transformer break-down, he has not availed power supply from Sep-2015 to Nov-2022.  
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 a detailed report with written submission.  
Considering above, the Forum allowed seven days time 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 to 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. As per billing ledger, a new meter with sl. no. TW02031410 has been installed on 07<sup>th</sup> Jan. 2023 and thereafter actual billing is going on.
3. Hence, bill revision is required under CI-155 & 157 of OERC Regulation 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 bill raised to the consumer from Dec-2020 to Nov-2022 is to be withdrawn as per CI-155 & 157 of OERC Regulation Code-2019. Only MMFC is to be charged for the said period.
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.R.SAHU**  
PRESIDENT

Copy to: -

1. Sri Rabi Chandra Bag, At/Po-Bangomunda, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Kantabanji.
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."**