

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),

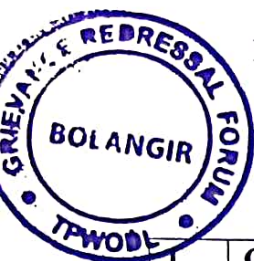
Sri Prasanta Kumar Sahoo (Member (Finance)), Sri Krupasindhu Padhee, (Co-Opted Member)

Memo No.GRF/BGR/Order/ 293

Dated, the 29/02/2024

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

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



1	Case No.	Complaint Case No. BGR/142/2024		
2	Complainant/s	Name & Address	Consumer No	Contact No.
		Sri Ratan Seth, At-Manupali, Po-Bharsuja, Dist-Bolangir	911312090164	7606036367
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Loisingha	Division Bolangir Electrical Division, TPWODL, Bolangir	
4	Date of Application	07.02.2024		
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	22.02.2024		
9	Date of Order	29.02.2024		
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: GRF, Bolangir

Appeared:

For the Complainant -Sri Ratan Seth

For the Respondent -Sri Abani Kanta Maharana, S.D.O (Elect.), Loisingha

Complaint Case No. BGR/142/2024

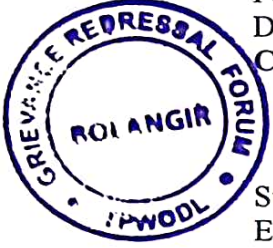
Sri Ratan Seth,
At-Manupali,
Po-Bharsuja,
Dist-Bolangir
Con. No. 911312090164

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**



ORDER

(Dt.29.02.2024)

HISTORY OF THE CASE

The Complainant is a LT-Dom. consumer availing a CD of 0.01 KW. He has disputed the average billing done from Nov-2012 to Mar-2016 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: 22.02.2024

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Agalpur Section of Loisingha Sub-division. The consumer represented that he has been served with average bills during the transformer break-down period i.e. Nov-2012 to Mar-2016 where electricity has not been used. For that, the arrear has accumulated to ₹. 41,676.70p upto Jan-2024. 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 billing abstract. On the defence, he intimated that as per record, the consumer is a LT-Dom. consumer availing power supply since Apr-2011. The billing dispute raised by the complainant for the average billing for the transformer break-down period i.e. Nov-2012 to Mar-2016 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.)

PRESIDENT

Based on the submission of OP, seven days time has been allowed to submit all relevant documents.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 0.01 KW. As per billing abstract, the consumer has availed power supply since 13th Apr. 2011 and the arrear outstanding upto Jan.-2024 is ₹. 41,676.70p. 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 was not availed power supply from Nov-2012 to Mar-2016.
In response to above, the OP has requested some time for field enquiry & searching of record. Considering above, the Forum allowed seven days for submission of detailed report and written version and advised the OP to provide a copy of inspection report along with written version to the petitioner.
The OP has submitted all required documents on 22nd Feb. 2024 and admitted that the contention of the complainant is true and based on the facts.
Hence, the Forum is of the Opinion that the consumer has not availed power supply from Nov-2012 to Mar-2019.
2. Accordingly, bill revision is required 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 Nov-2012 to Mar-2016 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.
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.B.SAHU
PRESIDENT

Copy to: -

1. Sri Ratan Seth, At-Manupali, Po-Bharsuja, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Loisingha.
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."