

# 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)

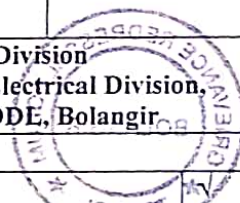
Memo No.GRF/BGR/Order/ 473<sup>(2)</sup>

Dated, the 30/03/2024

**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/188/2024		
2	Complainant/s	Name & Address Sri Hemanta Kumar Padhan, At/Po-Biramunda, Via-Gudvela, Dist-Bolangir	Consumer No 911001020512	Contact No. 9938089060
3	Respondent/s	Name EE, BED, TPWODL, Bolangir	Division Bolangir Electrical Division, TPWODE, Bolangir	
4	Date of Application	27.03.2024		
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) 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	14.03.2024		
9	Date of Order	30.03.2024		
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 Hemanta Kumar Padhan  
**For the Respondent** -Sri Srikanta Satpathy, AFM (Authorised Representative)

**Complaint Case No. BGR/188/2024**

Sri Hemanta Kumar Padhan,  
At-Biramunda,  
Via-Gudvela,  
Dist-Bolangir  
Con. No. 911001020512

**COMPLAINANT**



**-Versus-**

Executive Engineer,  
Bolangir Electrical Division,  
TPWODL, Bolangir

**OPPOSITE PARTY**

**ORDER**

**(Dt.30.03.2024)**

**HISTORY OF THE CASE**

The Complainant, Sri Hemanta Ku Pradhan is **CHAIRMAN** of **MAHESWARI P.P , BIRMUNDA NO-I , AT/PO- BIRMUNDA/ BOLANGIR** and availing power supply with CD of 11.5 KW\_. He has disputed billing although not availing power supply from Jan-16 to Dec-20 due to technical reasons of damage of motor and pipeline.

**PROCEEDING OF HEARING DATED : 14/03/2024**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The Complainant is a 3 Ph. consumer availing a CD of 11.5 KW for **IRRIGATION PUMPING AND AGRICULTURE**\_. He has disputed billing although not availing power supply from Jan-16 to Dec-20 due technical reasons of damage of motor and pipeline. During hearing, consumer informed that due to damage of motor and pipeline, supply was disconnected by OP during above period.

**SUBMISSION OF OPPOSITE PARTY DURING HEARING**

The OP appeared before the Forum with relevant document and submitted PVR stating that consumer has not availed power supply during Jan-16 to Dec-20 due technical reasons of damage of motor and pipeline by inquiry at field and nearby farmers. During above period, there was no meter and billed on avg basis. Power supply was restored in Jan-21 and new meter was installed in Nov-22 and actual billing started thereafter.

**FINDINGS AND ANALYSIS OF THE FORUM**

Since consumer has not availed power supply as per PVR,EC billed by OP during Jan-16 to Dec-20 should be withdrawn and only fixed charges can be claimed by OP.

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT


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. Energy charges billed by OP during Jan-16 to Dec-20 is to be withdrawn and only fixed charges can be claimed by OP under Cl-155 & 157 of OERC Distribution Code 2019.
2. DPS is to be levied as per OERC Regulation.
3. All sundries and adjustments are to be considered during the above revision period.

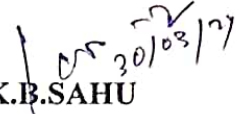
Case is disposed off accordingly.

**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 Hemanta Kumar Padhan, At/Po-Biramunda, Via-Gudvela, Dist-Bolangir.
2. Executive Engineer, Bolangir Electrical Division, TPWODL, Bolangir.
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."**