



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/ 487^G

Dated, the 30/03/2024

Corum: Er. Kumuda Bandhu Sahu - President
Sri Prasanta Kumar Sahoo - Member (Finance)
Sri Krupasindhu Padhee - Co-Opted Member

| | | | | | |
|----|--|--|--|---|-------------|
| 1 | Case No. | Complaint Case No. BGR/194/2024 | | | |
| 2 | Complainant/s | Name & Address | | Consumer No | Contact No. |
| | | Smt. Puspanjali Bagh, For Late Parameswar Bagh, At-Gambharipali, Po-Dunguripali, Dist-Sonepur | | 915302140182 | 7609888933 |
| 3 | Respondent/s | Name S.D.O (Elect.), TPWODL, Binka | | Division Sonepur Electrical Division, TPWODL, Sonepur | |
| 4 | Date of Application | 28.02.2024 | | | |
| 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) 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 | 16.03.2024 | 19.03.2024 | | |
| 9 | Date of Order | 30.03.2024 | | | |
| 10 | Order in favour of | Complainant | Respondent | <input checked="" type="checkbox"/> | Others |
| 11 | Details of Compensation awarded, if any. | Nil | | | |

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

Place of Hearing: Dt.16.03.2024- GRF, Bolangir
Dt.19.03.2024- Camp Court at Cherupali



Appeared:

For the Complainant - ABSENT
For the Respondent -Sri Deepak Kumar Behera, S.D.O (Elect.), Binka

Complaint Case No. BGR/194/2024

Smt. Puspanjali Bagh, - COMPLAINANT
For Late Parameswar Bagh,
At-Gambharipali,
Po-Dunguripali,
Dist-Sonepur
Con. No. 915302140182

-Versus-

Sub-Divisional Officer, - OPPOSITE PARTY
Electrical Sub-Division,
TPWODL, Binka



ORDER
(Dt.30.03.2024)

HISTORY OF THE CASE

The Complainant is a LT-Dom. consumer availing a CD of 2 KW. He has disputed that the OP has not revised the bill as per direction of learned GRF in Case no. 986/2023. He has submitted his grievances for revision of bill. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 16.03.2024

Both the parties did not appear before the Forum on the date of hearing for which the date has adjourned to 19th Mar. 2023 at Cherupali GRF Camp court. Accordingly, both the parties were intimated through official letter as well as telephonic call and both the parties were given consent to appear on 19th Mar. 2023 hearing date.

PROCEEDING OF HEARING DATED : 19.03.2024

The complainant did not appear on this date neither has submitted any written request for deferment of date. Hence, the Forum is of the opinion to conduct the hearing.

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Cherupali section of Binka Sub-division. The consumer represented that OP has not revised the bill as per GRF order in Case no. 986/2023. The complainant requested before the Forum to issue direction for compliance of GRF order.

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

SUBMISSION OF OPPOSITE PARTY DURING HEARING

The OP appeared before the Forum with billing ledger. On defence, he intimated that the consumer is a LT-Domestic consumer availing power supply since Sep.-2011. The dispute raised by the complainant is not based on the facts. As per GRF order in Case no. 986/2023, the OP has revised the bill and withdrawn ₹. 14,056.96p in the bill of Nov-2023.

Considering the above, the OP requested before the Forum to reject the petition of the complainant and pass order as deemed fit.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 2 KW. . The consumer has availed power supply since 02nd Nov. 2011 and the arrear outstanding upto Feb.-2024 is ₹. 1,17,345.82p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. Earlier, the complainant was filed a case before GRF-Balangir which was registered as Case no. 986/2023. After hearing, the Forum was issued order and directed to revise the bill. Accordingly, the OP has revised the bill in Nov-2023 and withdrawn ₹. 14,056.96p but subsequently, the complainant has not paid the revised arrear amount for which the matter is pending at the end of the complainant.
2. The complainant has not paid the monthly bill regularly for which the arrear has accumulated to ₹. 1,17,345.82p upto Feb.-2024.
3. The OP has submitted that as the disputed billing period has already revised and not required for further revision.

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.

The OP has complied the Order of GRF in Case no. 986/2023 and withdrawn ₹. 14,056.23p and effected in the bill of Nov.-2023. Hence, the petition of the petitioner is hereby rejected.

Case is disposed off accordingly.


K.S.PADHEE
CO-OPTED MEMBER


P.K.SAHOO
MEMBER (Fin.)


K.B.SAHU
PRESIDENT

Copy to: -

1. Smt. Puspanjali Bagh, C/o-Late Parameswar Bagh, At-Gambharipali, Po-Dunguripali, Dist-Sonepur.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Binka.
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."