

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/ 475^(S)

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/207/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Shiba Prasad Sahu, For Smt. Pramodini Sahu, At-Behind Civil Court, Po/Dist-Bolangir		911001024888	8249979242
3	Respondent/s	Name EE, BED, TPWODL, Bolangir		Division Bolangir Electrical Division, TPWODL, Bolangir	
4	Date of Application	11.03.2024			
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	21.03.2024			
9	Date of Order	30.03.2024			
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 Shiba Prasad Sahu
For the Respondent -Sri Srikanta Satpathy, AFM (Authorised Representative)

Complaint Case No. BGR/207/2024

Sri Shiba Prasad Sahu,
For Smt. Pramodini Sahu,
At-Behind Civil Court,
Po/Dist-Bolangir
Con. No. 911001024888

- COMPLAINANT



-Versus-

Executive Engineer,
Bolangir Electrical Division,
TPWODL, Bolangir

- OPPOSITE PARTY



ORDER
(Dt.30.03.2024)

During hearing on dt.21.03.2024 the Complainant Sri Shiba Prasad Sahu appeared in person whereas Sri Srikanta Satpathy, AFM, BED, Bolangir appeared as authorised representative of opposite party.

The Complainant bearing consumer no. 911001024888 in his written petition sated that he has installed a borewell in his farm house at "Barkani" after having power supply to the premises concerned in the year 2020 and further adds that;

1. The borewell is found damaged and defunct since August'2022.
2. The motor was also damaged resulting no power supply.
3. He has lodged an FIR on the occurrence of a fire burning all plants on dt.28.02.2023 along with the water pipe line.
4. The Asst. Executive Engineer, L.I Sub-Division, Titilagarh has certified that the borewell at village "Barkani" G.P Jarasingha under Deogaon Block has not been functioning due to collapse since August'2022 and requested the competent authority of TPWODL for disconnection of power supply form the Borewell project.
5. He has paid an amount of Rs.4000/- on dt.18.03.2022 towards arrear bill.

He therefore requested the Forum to pass necessary order for stoppage of bills raised from time to time and to close the account once for all on adjustment of his payment against it.

The opposite party on the other hand submitted a billing abstract concerning to the period from May'2020 and a written version along with some photographs of the location where he has not able to ascertain the location of the farm house and needs more verification.

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

1. Average basis bills have been done from the beginning to till to date.
2. The date of power supply of the borewell (LI Point) is seen to be from dt.15.04.2020.

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

3. As per L.I department report it was running till July'2022.

Keeping all the facts in view the Forum is of the opinion for revision of bills.

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


1. The bills raised after August'2022 are to be withdrawn.
2. Monthly minimum fixed charges are to be charged till the completion of agreement period 05 (five) years.
3. The agreement so executed is to be terminated and the line need to be dismantled.

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 Shiba Prasad Sahu, At-Behind Civil Court, Po/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.”