



# 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/ 454

Dated, the 29/03/2024

**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/302/2024  |   |                    |
| 2  | Complainant/s                                | Name & Address<br>Smt. Dhanmati Seth,<br>For Sri Sudarshan Seth,<br>At/Po-Jharnipali,<br>Via-Loisingha,<br>Dist-Bolangir   | Consumer No<br>911311100151                                   | Contact No.<br>- - |
| 3  | Respondent/s                                 | Name<br>S.D.O (Elect.), TPWODL, Loisingha  | Division<br>Bolangir Electrical Division,<br>TPWODL, Bolangir |                    |
| 4  | Date of Application                          | 22.03.2024   |   |                    |
| 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) <u>155, 157</u><br>2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004; Clause<br>3. OERC Conduct of Business) Regulations,2004; Clause<br>4. Odisha Grid Code (OGC) Regulation,2006; Clause<br>5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004; Clause<br>6. Others |   |                    |
| 8  | Date(s) of Hearing                           | 22.03.2024   |   |                    |
| 9  | Date of Order                                | 29.03.2024   |   |                    |
| 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 Loisingha

**Appeared:**

**For the Complainant**

-Smt. Dhanmati Seth

**For the Respondent**

-Sri Abanikanta Maharana, S.D.O (Elect.), Loisingha

**Complaint Case No. BGR/302/2024**

Smt. Dhanmati Seth,  
For Sri Sudarshan Seth,  
At/Po-Jharnipali,  
Via-Patnagarh,  
Dist-Bolangir  
Con. No. 911311100151

**COMPLAINANT**

**-Versus-**

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

**OPPOSITE PARTY**

**ORDER**

**(Dt.29.03.2024)**

**HISTORY OF THE CASE**

The Complainant is a LT-Dom. consumer availing a CD of 0.01 KW. He has disputed that though he has availed power supply on 01<sup>st</sup> Sep. 2016 but energy bills have been raised from Aug-2010 and appealed before the Forum for withdrawal of bills during no power supply period i.e. Aug-2010 to Aug-2016. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

**PROCEEDING OF HEARING DATED : 22.03.2024**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Loisingha section of Loisingha Sub-division. The consumer represented that he was served with false bills from Aug-2010 to Aug-2016 where he has not availed power supply. For that false bills, the arrear has accumulated to ₹. 16,339.32p upto Feb.-2024. The complainant raised dispute against the said period and requested before the Forum for suitable revision of bill.

**SUBMISSION OF OPPOSITE PARTY DURING HEARING**

The OP appeared before the Forum without relevant documents. On defence, he intimated that the consumer is a LT-Dom consumer availing power supply since Aug-2010. The billing dispute raised by the complainant for the false billing from Aug-2010 to Aug-2016 needs field verification. As the matter is quite old, the OP asked for seven days time to submit the report.

Considering the above, the OP requested before the Forum to pass order as deemed fit.

**CO-OPTED MEMBER**

**MEMBER (Fin.)**

**PRESIDENT**



## FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 0.01 KW. Initially the consumer has availed power supply under "KTJ" category and subsequently upgraded to "DOM" category w.e.f. Dec18/Jan19. As per record, the consumer has availed power supply since 10<sup>th</sup> Aug. 2010 and the arrear outstanding upto Feb.-2024 is ₹. 16,339.32p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The OP submitted that power supply has been released on 10<sup>th</sup> Aug. 2010 whereas the consumer stated that he has availed power supply from 01<sup>st</sup> Sep. 2016. Hence, the Forum directed the OP to make a field verification and must submit a report within seven days.

In response to the direction, the OP has made a field inspection. The Sarpach of Jahnipali GP has confirmed that P/s to the said village has been released on Dec-2016 after installation of new transformer and requested to waive the bills raised prior to Dec-2016. The report given by Sarpanch-Jharnipali GP has been taken into record.

Also, SDO-Loisingha has submitted a report vide letter no. 116, dated 29.03.2024 and confirmed the same.

2. From the above, it is confirmed that power supply to the consumer has been released on 01<sup>st</sup> Sep. 2016 in stead of 10<sup>th</sup> Aug. 2010.
3. On scrutiny of the documents, it is observed by the Forum that the bills raised during no supply period needs bill revision under CI-155 & 157 of OERC Dist. (Conditions of Supply) 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 bills raised to the consumer from the date of supply to Aug-2016 must be withdrawn as there was no power supply to the premises.
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. Smt. Dhanmati Seth, C/o-Sri Sudarshan Seth, At/Po-Jharnipali, Via-Loisingha, 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:Bhoingar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."**