

GRIEVANCE REDRESSAL FORUM, BOLANGIR

(Infront of Children's Park),

BOLANGIR-767001, Tel./Fax:-(06652) 235741

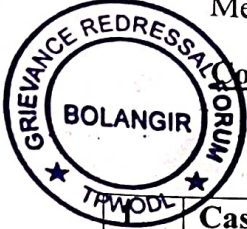
E-mail: grfwesco.bgr@rediffmail.com/ Grf.bolangir@tpwesternodisha.com

Bench: Er. Kumuda Bandhu Sahu (President),

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

Memo No.GRF/BGR/Order/ 463 (5)

Dated, the 30/03/2024



Forum:

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

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

Case No.	Complaint Case No. BGR/70/2024	Consumer No	Contact No.	
2	Name & Address Sri Srinibas Dash, At-Champamal, Po-B.M.Pur, Dist-Sonepur	915001033640	9437123977	
3	Name EE, SED, TPWODL, Sonepur	Division Sonepur Electrical Division, TPWODL, Sonepur		
4	Date of Application	19.01.2024		
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	15.02.2024	16.03.2024	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
For the Respondent

-Sri Srinibas Dash
-Sri Biswajit Mahapatra, OAG-II (Authorised Representative)
Sri Chinmaya Kumar Ratha, OAG-II (Auth. Representative)

Complaint Case No. BGR/70/2024

Sri Srinibas Dash
At-Champamal,
Po-B.M.Pur,
Dist-Sonepur
Con. No. 915001033640

- **COMPLAINANT**



-Versus-

Executive Engineer,
Sonepur Electrical Division,
TPWODL, Sonepur

- **OPPOSITE PARTY**



ORDER
(Dt.30.03.2024)

During 1st hearing on dt.15.02.2024 the Complainant Sri Srinibas Dash appeared before the Forum in person whereas Sri Biswajit Mahapatra, OAG-II appeared as opposite party on behalf of EE, SED, Sonepur. The hearing adjourned to dt.16.03.2024 as both parties did not appear before the Forum, the hearing was postponed to dt.21.03.2024.

During 3rd hearing on dt.21.03.2024 the Complainant Sri Srinibas Dash did not appear before the Forum whereas Sri Chinmaya Kumar Ratha, OAG-II appeared as authorised representative of opposite party.

The Complainant bearing consumer no. 9150010336401 in his written petition dt.19.01.2024 i.e. during a GRF camp held at Ulunda under B.M.Pur Sub-Division stated that power supply was not in use for his L.I point located at village Luchhabandha (Mendhamal) from the inception of power supply but bills are being raised thereof. Further he enclosed an another written application dt.10.01.2024 which reveals that the same case was brought to the notice of competent authority who during a field enquiry instructed the lineman to disconnect the power supply from the nearby transformer retaining a photograph of the same. He therefore requested the Forum for withdrawal of the bill amount so raised and extend relief to him.

The opposite party on the other hand submitted a billing abstract concerning to the period from May'2018 to February'2024 during hearing on dt.15.02.2024 along with a PVR dt.14.02.2024 and a written version which indicates that;

1. The CD of the premises is 04 KW under Irrigation category.
2. No power supply to the premises was found and even no meter is available there.
3. Provisional bills have been raised from the date of power supply and from January'2023.
4. The arrear reflected in ledger is Rs.60.052.66 by month ending January'2024.

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

However, the Complainant was directed to produce a certification in this regard on the status of the L.I point form the OLIC department and the case was adjourned to be heard on dt.16.03.2024 when both the parties were not found present. However it was finally postponed for hearing on dt.21.03.2024. the opposite party was only found to be present with a fresh written version which reveals that the power supply is disconnected from February'2023.

After going through all the records produced before the Forum, it observed that:

1. The CD of the Irrigation point is 04 Kw.
2. Provisional bills have been raised from May'2018 till January'2023 against meter no. WSC46309 but surprisingly on actual basis from February'2023 to February'2024 without any energy charges, which indicates that the power supply was under disconnection in this period as per PVR.
3. The continuous non-appearance of the Complainant before the Forum was taken into record by the Forum and non-production of required reports despite its speaking order was also viewed with displeasure.
4. The Complainant's stand was also not available as to whether he intends to avail power supply onwards.




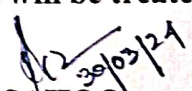
Basing on above observations, Forum passes the following direction as per Regulation of OERC Distribution (Conditions of Supply) Code 2019.

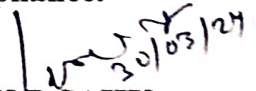
- a) The period of disconnection from February'2023 to onwards is to be treated having no power supply in the L.I point.
- b) The provisional bills with arrear will stand intact for realisation till January'2023 with other statutory charges till todate.

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 Srinibas Dash, At-Champamal, Po-B.M.Pur, Dist-Sonepur.
2. Executive Engineer, Sonepur Electrical Division, TPWODL, Sonepur.
3. DFM/ AFM/ JFM, Sonepur Electrical Division, TPWODL, Sonepur.
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."