

# 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/ 286

Dated, the 29/02/2024

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

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



1	Case No.	Complaint Case No. BGR/87/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Smt. Banita Khamari, At-Khamaripada, Po-Mandal, Dist-Bolangir		Intending Consumer OLIC No. 912001021554	9556555957
3	Respondent/s	Name (1) S.D.O (Elect.), TPWODL, Patnagarh (2) EE, TED, TPWODL, Titilagarh		Division Titilagarh Electrical Division, TPWODL, Titilagarh	
4	Date of Application	29.01.2024			
5	In the matter of-	1. Agreement/Termination	2. Billing Disputes	<input checked="" type="checkbox"/>	
		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)			
		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			
9	Date of Order	29.02.2024			
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: GRF, Bolangir

**Appeared:**

**For the Complainant** –Sri Buddhadev Agasti (Auth. Representative)  
**For the Respondent** –Sri Swadhin Sahu, OAG-II (Authorised Representative)

**Complaint Case No. BGR/87/2024**

Smt. Banita Khamari,  
W/o-Sri Bhakta Ranjan Khamari,  
At-Khamaripada,  
Po-Mandal,  
Dist-Bolangir  
**Con. No. Intending Consumer**  
**Con. No. 912001021554 (OLIC)**

- **COMPLAINANT**

-Versus-

Sub-Divisional Officer,  
Electrical Sub-Division,  
TPWODL, Patnagarh  
EE, TED, TPWODL, Titilagarh

- **OPPOSITE PARTY**



**ORDER**  
**(Dt.29.02.2024)**

**HISTORY OF THE CASE**

The Complainant Smt. Banita Khamari applied for a new connection under 1-ph Domestic category which was rejected due to arrear outstanding of another consumer bearing cons. no. 9120-0102-1554 in the name of Shri Bhakta Ranjan Khamari. The complainant represented that the arrear outstanding against the connection is in the name of his husband and he has not availed power supply from the beginning. She has disputed the bill raised against cons. no. 9120-0102-1554 and submitted her grievances for withdrawal of all bills. The complainant needs suitable bill revision for the said bill.

The case was heard in detail.

**PROCEEDING OF HEARING DATED: 15.02.2024**

**SUBMISSION OF COMPLAINANT DURING HEARING**

The complainant is a consumer under Belpada section of Patnagarh Sub-division. The complainant represented that due to fake bills raised against cons. no. 9110-0102-1554, she was deprived of for a new connection. The arrear stands against cons. no. 9110-0102-1554 is false as they have not availed power supply from the beginning due to their personal issues but average bills have been raised from 20.08.2013 to Jan-2024 being accumulated to arrear outstanding of ₹. 46,967.56p. The complainant raised dispute against the said false bills and requested before the Forum for withdrawal of all bills.

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MEMBER (Fin.)  
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PRESIDENT



**PREVIOUS COMPLAINS IF ANY :**

Not available.

**SUBMISSION OF OPPOSITE PARTY DURING HEARING**

The OP appeared before the Forum with relevant documents i.e. physical verification report, billing abstract & writfen version. On defence, he intimated that due to arrear outstanding against the name of the complainant, new power supply application has been rejected. As per billing ledger, there is an arrear outstanding of ₹. 46,967.56p against the name of her husband Shri Bhakta Ranjan Khamari.

Regarding billing dispute, the complainant has never applied before the OP under Complaint Handling Procedure (CHP) and have directly appealed before the Forum for redressal of grievance.

Considering the above, the OP requested before the Forum to direct the consumer to appeal before the OP under CHP and pass order as deemed fit.

**FINDINGS AND ANALYSIS OF THE FORUM**

The intending consumer has applied before TPWODL for a 1-ph domestic connection through online mode. The application has been rejected on the ground that there is an arrear outstanding of ₹. 46,967.56p upto Jan-2024 in the name of her husband Shri Bhakta Ranjan Khamari with cons. no. 9110-0102-1554. The complainant represented that they have not availed power supply at all due to their personal reason but false bills have been raised till date which accumulates for the arrear outstanding. The complainant submitted a letter of Asst. Engineer, LI sundivision, Balangir vide letter no. 1032, dated 07.06.2023 addressed to EE, TPWODL, Titilagarh division which has been taken into record. The OP represented that the consumer has not adhered to the Complaint Handling Procedure (CHP) prescribed by Hon'ble OERC and appealed before this Forum. The OP requested before the Forum to direct the complainant to adhere the CHP guideline.

After analysing the facts stated above, C1-200 of OERC Distribution (Conditions of Supply) Code 2019 is self explanatory. The extracts of the said Clause is,

***Redressal of Grievances***

200. (1) A consumer aggrieved by the Commission/omission of the licensee/supplier may approach the authorized officer of the licensee/supplier under its complaint handling procedure (CHP).  
(2) A consumer aggrieved by the action/inaction of the authorized officer may approach GRF / Ombudsman established under the Act.

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 complainant is directed to represent before the licensee / supplier i.e. Executive Engineer, TPWODL, Titilagarh division for the billing dispute against cons. no. 9120-0102-1554.

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MEMBER (Fin.)

PRESIDENT

The OP is also directed to resolve the dispute within schedule time prescribed by Hon'ble OERC observing OERC Dist. (Conditions of Supply) Code 2019. Accordingly, the case is dropped.

Case is disposed off accordingly.



  
**K.S.PADHEE**  
CO-OPTED MEMBER

  
**P.K.SAHOO**  
MEMBER (Fin.)

  
**K.B.SAHU**  
PRESIDENT

Copy to: -

1. Smt. Banita Khamari, W/o-Sri Bhakta Ranjan Khamari, At-Khamaripada, Po-Mandal, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Patnagarh.
3. Executive Engineer, Titilagarh Electrical Division, TPWODL, Titilagarh.
4. DFM/ AFM/ JFM, Bolangir Electrical Division, TPWODL, Bolangir.
5. Superintending Engineer, Electrical Circle, TPWODL, Bolangir.
6. 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."**