

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/ 466⁽⁵⁾

Dated, the 30/03/2024



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/89/2024					
2	Complainant/s	Name & Address		Consumer No	Contact No.		
		Sri Biranchi Sai, At/Po-Sadeipali, Dist-Bolangir		911001022342	9777524198		
3	Respondent/s	Name EE, BED, TPWODL, Bolangir		Division Bolangir Electrical Division, TPWODL, Bolangir			
4	Date of Application	30.01.2024					
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) 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	22.02.2024	14.03.2024	21.03.2024			
9	Date of Order	30.03.2024					
10	Order in favour of	Complainant	<input checked="" type="checkbox"/>	Respondent	<input type="checkbox"/>	Others	<input type="checkbox"/>
11	Details of Compensation awarded, if any.	Nil					

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

Place of Hearing: GRF, Bolangir

Appeared:

For the Complainant -Sri Biranchi Sai
For the Respondent -Sri Srikanta Satpathy, AFM (Authorised Representative)

Complaint Case No. BGR/89/2024

Sri Biranchi Sai,
At/Po-Sadeipali,
Dist-Bolangir
Con. No. 911001022342

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 Biranchi Sai appeared in person whereas Sri Srikanta Satpathy, AFM, BED, Bolangir appeared as authorised representative of opposite party.

The Complainant bearing consumer no. 911001022342 in his written petition dt. 30.01.2024 i.e. during a GRF camp held at Sauntpur disputed on raising of bills despite no power supply in the premises. He therefore requested the Forum to redress his grievance by way of a suitable revision.

The opposite party submitted a billing abstract concerning to the period from August'2016 to January'2024 along with a PVR dt.16.03.2024 with subsequent written version which reveals that;

1. The CD of the OLIC point is 03 HP.
2. The power supply was disconnected from December'2018.
3. A new meter has been installed during February'2022 with actual billing upto June'2023.

He also requested the Forum to do the needful as deemed fit in this regard.

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

1. The power supply to the premises has been disconnected since December'2018 to January'2022.
2. The outstanding arrear till January'2024 is Rs.30979.61.
3. The date of power supply appears to be dt.18.08.2016.

Keeping the above facts in view the Forum is of the opinion to revise the Disconnection period bill.

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

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT


1. The bills for the disconnected period i.e. from December'2018 to January'2022 are to be withdrawn.
2. Monthly minimum fixed charges are to be charged during the above 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. Sri Biranchi Sai, At/Po-Sadeipali, 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."