

# 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/ 467 (5)

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/90/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Biranchi Sai, For Sri Gopi Ch. Sai, At/Po-Sadeipali, Dist-Bolangir		911001022343	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		<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) 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	Others
11	Details of Compensation awarded, if any.	Nil			

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT

Place of Hearing: GRF, Bolangir

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**Appeared:**

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

**Complaint Case No. BGR/90/2024**

Sri Biranchi Sai,  
For Sri Gopi Ch. Sai,  
At/Po-Sadeipali,  
Dist-Bolangir  
Con. No. 911001022343

**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. 911001022343 in his written petition dt. 30.01.2024 i.e. during a GRF camp held at Sauntpur disputed on raising of bills in respect of his L.I point at "Sadeipali" although there is no power supply. He therefore requested the Forum to sortout his problem by way of an appropriate bill revision.

The opposite party on the other hand submitted a billing abstract pertaining to the period from September'2016 to January'2024 accompanied with a PVR dt.16.03.2024 and a written version dt.21.03.2024. The contents of the document reveals that;

1. The consumer has not used the power supply from the date of energisation due to failure of the deep borewell.
2. The CD of the L.I point is 03 HP under Irrigation and Agriculture category.
3. The arrear outstanding is Rs.31602.10 by month ending January'2024.


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

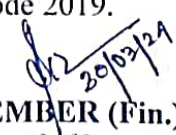
The Forum after examining all the relevant records made available before it, observed that;

1. The CD of the L.I point is of 03 HP Irrigation load with date of power supply from dt.12.08.2016.
2. The PVR indicates that there is no power supply and it is under disconnection since long.

The Forum is therefore of the opinion for withdrawal of all bills raised from the beginning.

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.)**

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**PRESIDENT**

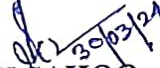
The bills from the date of power supply i.e. from the beginning to till date is to be withdrawn except monthly minimum fixed charges.

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."**