

# 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/ 468<sup>(5)</sup>

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/91/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sri Biranchi Sai, For Sri Rudra Prasad Sai, At/Po-Sadeipali, Dist-Bolangir	911001022344	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) <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	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

**Appeared:**

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

**Complaint Case No. BGR/91/2024**

Sri Biranchi Sai,  
For Sri Rudra Prasad Sai,  
At/Po-Sadeipali,  
Dist-Bolangir  
Con. No. 911001022344

- **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. 911001022344 in his written petition dt. 30.01.2024 i.e. during a GRF camp held at Sauntpur disputed raising of bills against his L.I point at village "Sadeipali" even through there is no power supply. He therefore requested before the Forum for withdrawal of such bills and to reduce the arrear.

On the other hand the opposite party submitted a billing statement concerning to the period from August 2016 to January 2024 followed by a PVR dt.16.03.2024 along with a written version on dt.21.03.2024. the documents indicates that;

1. There is no power supply to the L.I point since the inception of charging.
2. The CD of the L.I point is 03 HP under Irrigation & Pumping category.

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

After due scrutiny of all such relevant documents placed before the Forum, it observed that;

1. There is no power supply from the beginning and the consumer has not at all utilised it.
2. JE. OLIC in his version is said to have reported in this regard (as per PVR).

Keeping all the facts as sated above the Forum is of the opinion for withdrawal of all bills raised from the date of charging till to date.

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.)  
Page 2 of 3

PRESIDENT

The bills from the date of power supply / date of charging are to be withdrawn excepting monthly minimum fixed charges (MMFC).

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.**



*[Signature]*  
**K.S.PADHÉE**  
CO-OPTED MEMBER

*[Signature]*  
**P.K.SAHOO**  
MEMBER (Fin.)

*[Signature]*  
**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.”**