



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/ 659⁽⁵⁾

Dated, the 24/06/2024

Corum: Er. Kumuda Bandhu Sahu - President
Sri Prasanta Kumar Sahoo - Member (Finance)
Sri Krupasindhu Padhee - Co-Opted Member

1	Case No.	Complaint Case No. BGR/353/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Balram Meswa, For Smt. Manjulata Meswa, At-Railway Station, Mahaveer Nagar, Back Side of Tanmani Rice Mill, Po/Dist-Bolangir		911225300010	7978119027
3	Respondent/s	Name S.D.O (Elect.), No. II, TPWODL, Bolangir		Division Bolangir Electrical Division, TPWODL, Bolangir	
4	Date of Application	23.04.2024			
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	26.05.2024	30.05.2024	20.06.2024	
9	Date of Order	24.06.2024			
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 Balram Meswa
For the Respondent -Smt. Sita Rani Seth, Jr. Accountant (Auth. Representative)

Complaint Case No. BGR/353/2024

Sri Balram Meswa,
For Smt. Manjulata Meswa,
At-Railway Station,
Mahaveer Nagar,
Back Side of Tanmani Rice Mill,
Po/Dist-Bolangir
Con. No. 911225300010

- COMPLAINTANT

-Versus-

Sub-Divisional Officer,
Electrical Sub-Division, No. II,
TPWODL, Bolangir

- OPPOSITE PARTY



ORDER
(Dt.24.06.2024)

During hearing on dt.20.06.2024 the Complainant Sri Balaram Meswa appeared in person whereas Smt. Sita Rani Seth, Jr. Accountant, Electrical Sub-Division, No. II, TPWODL, Bolangir appeared as authorised representative of opposite party.

The Complainant bearing consumer no. 911225300010 in his written petition stated that the power supply to his residential premises at his native village is under disconnection status since last 31 (thirty-one) years. But bills have been raised there on till September'2021. The premises is also under dilapidated condition for which he submitted a photograph in this regard and thus requested the Forum to waive out the arrear arising out of it so that he can apply for a new fresh connection elsewhere on a newly constructed a house.

On the other hand the opposite party submitted a billing statement concerning to the period from January-February'2001 to September'2021 along with a PVR dt.08.05.2024 being accompanied by a certificate issued by Sarpanch, Mahimunda G.P under Puintala Block in this regard in connection with his non-habitanace in his old house in question. She has also enclosed a written version on the matter. All the documents so placed before the Forum reveals that;

1. Bills on average basis were being done during the period from January-February'2001 to May'2005 and no payment is made during the period.
2. The supply is permanently disconnected from June'2005.
3. The PVR indicates that the house is under defunct condition without power supply and on local enquiry it was noticed that the consumer has not been staying there. The certificate issued by Sarpanch, Mahimunda GP also reveals it, on not residing there since last 31 years.

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

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT



- The Forum after going through all the relevant records placed before it, observed that;
1. The Complainant could not produce any genuine record on non-staying in the premises but stated that his father was a Govt. servant and was staying in different stations on his periodical transfer from one place to the other. He also could not submit any old electric bill to assess the billing pattern.
 2. He also could not subsequently reply as to why he has not brought this matter in shape of a Complainant earlier during last 31 years in this regard to the competent authority.
 3. The arrear as on January-February'2001 is seen to be Rs.17356.35 and Rs.31647.91 by month ending May'2015 when declared permanently disconnected.
 4. No bill details was produced by both the parties prior to January-February'2001 for check and scrutiny which were maintained manually maintained ledger.
 5. Keeping all the above facts in view the Forum considered the facts and feels for withdrawal of arrears accruing on January'2001 for outstanding of old arrear of Rs.16857.15ps.

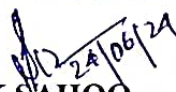
Basing on above observations, Forum passes the following direction as per Regulation of OERC Distribution (Conditions of Supply) Code 2019.

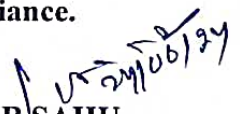
1. The arrears from January'2001 are to be withdrawn.
2. The prior period arrear for Rs.16857.15 is to be borne by the Complainant.

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 Balram Meswa, At-Railway Station Mahaveer Nagar, Back Side of Tanmani Rice Mill, Po/Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, No. II, 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."