



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/ 660⁽⁵⁾

Dated, the 24/06/2024

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/377/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Manabhanjan Behera, At-Surda, Po-Duspur, Dist-Bolangir		911225170553	9668601950
3	Respondent/s	Name S.D.O (Elect.), No. II, TPWODL, Bolangir		Division Bolangir Electrical Division, TPWODL, Bolangir	
4	Date of Application	27.05.2024			
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	30.05.2024	20.06.2024		
9	Date of Order	24.06.2024			
10	Order in favour of	Complainant	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 - ABSENT
For the Respondent - Smt. Sita Rani Seth, Jr. Accountant (Auth. Representative)

Complaint Case No. BGR/377/2024

Sri Manabhanjan Behera, - **COMPLAINANT**
At-Surda,
Po-Duspur,
Dist-Bolangir
Con. No. 911225170553

-Versus-

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



ORDER
(Dt.24.06.2024)

During hearing on dt.20.06.2024 the Complainant Sri Manabhanjan Behera did not appear 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. 911225170553 in his written petition disputed on raising of monthly bills prior to actual power supply to his premises i.e. on dt.03.05.2022 with a meter. He therefore requested the Forum for withdrawal of bills prior to power supply.

On the otherhand the opposite party submitted a billing abstract pertaining to the period from May'2019 to April'2024 having enclosed a PVR dt.27.05.2024 along with a written version dt.30.05.2024 which indicates that;

1. Average basis bills were done from the date of power supply i.e. dt.24.11.2018 to September'2021 on an unmetered supply at an average unit of 72 units per month.
2. The power supply was given since dt.24.11.2018 under Soubhagya Scheme with a CD of 0.5 KW but bill generated from May'2019.
3. A new meter bearing Sl. No. TWNY316140 is seen to have been replaced on dt.17.01.2024 in place of the old meter with Sl. No. WM506826 installed during October'2021.
4. Provisional bills have further been raised in the old meter till December'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 placed before it, observed that;

- a. The Complainant failed to enclose any written evidence in support of so called date of supply from dt.03.05.2022.
- b. He also did not turn up for hearing on dt.30.05.2024 and even during next hearing on dt.20.06.2024 to purforth his stand.
- c. The arrear outstanding ill month ending April'2024 is found to be Rs.11623.38.

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT


- d. Keeping all the above facts in view since the Complainant was neither present during hearing and nor conveyed his stand on the date of power supply i.e. from dt.03.05.20223 for withdrawal of bills if any, it decides to reject the case.

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

The petition of the Complainant is hereby rejected for non-production of record and continuous absence during hearing.

Case is disposed off accordingly.




K.S.PADHEE
CO-OPTED MEMBER


P.K.SAHOO
MEMBER (Fin.)


K.B.SAHU
PRESIDENT

Copy to: -

1. Sri Manabhanjan Behera, At-Surda, Po-Duspur, 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."