



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/ 664

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/399/2024		
2	Complainant/s	Name & Address	Consumer No	Contact No.
		Sri Manoj Kumar Mahakhud, At/Po-Belpada, Sriramnagarpada, Dist-Bolangir	912001011687	9937488219
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Patnagarh	Division Titilagarh Electrical Division, TPWODL, Titilagarh	
4	Date of Application	03.06.2024		
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	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
For the Respondent

-Sri Manoj Kumar Mahakhud
-Sri Smarak Panigrahi, Accountant (Auth. Representative)
Sri Kailash Ch. Swain, DFM (Auth. Representative)

Complaint Case No. BGR/399/2024

Sri Manoj Kumar Mahakhud,
At/Po-Belpada,
Sriramnagarpada,
Dist-Bolangir
Con. No. 912001011687

COMPLAINANT

-Versus-

Sub-Divisional Officer,
Electrical Sub-Division,
TPWODL, Patnagarh

OPPOSITE PARTY

ORDER
(Dt.24.06.2024)

HISTORY OF THE CASE

The Complainant is a LT-Irr. consumer availing a CD of 2 KW. He has represented before the Forum on 03rd Jun. 2024 at Belpada camp and disputed that power supply to his irrigation point has been disconnected since Feb.-2007 but bills were raised regularly till date. He has submitted his grievances for revision of bill. The complainant needs suitable bill revision for the said period.

The case heard in detail.

PROCEEDING OF HEARING DATED : 20.06.2024

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under Belpada Section of Patnagarh sub-division. The consumer represented that power supply to his irrigation point has been disconnected since Feb-2007 but bills have been generated on average basis every month. For such average bill, the arrear has accumulated to ₹. 81,856.71p upto May-2024. The complainant raised dispute against the said period and requested before the Forum for suitable revision of bill.

SUBMISSION OF OPPOSITE PARTY DURING HEARING

The OP appeared before the Forum with billing abstract only. On defence, he intimated that the consumer is a LT-Irr. consumer availing power supply since Feb-2002. The complainant represented that power supply to his lift irrigation point is under disconnection since Feb-2007 but bills are being generated every month on average basis. The OP requested before the Forum to allow seven days time to submit the physical verification report as the matter is pretty long period.

Considering the above, the Forum allowed seven days time to submit a detailed report. The OP has made physical inspection on 18th Jun. 2024 with observation that there is no meter, no cable

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT



at site and power supply disconnected since long. The report submitted by OP dated 18th Jun. 2024 has taken into record.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Irr. consumer with a CD of 2 KW. The consumer has availed power supply since 27th Feb. 2002 and the arrear outstanding upto May-2024 is ₹. 81,856.71p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. Power supply to the consumer has been released without meter by the OP which violates CI-97 (ii) of OERC Dist. (Conditions of Supply) Code 2019 which is a gross negligence on the part of OP which should not be. The Forum has taken this as a **serious note** and warned the OP not to repeat such things in future.
2. Based on the representation of the complainant, physical inspection was carried-out by the OP with the feeder lineman and certified that power supply to his irrigation point has been disconnected since long and at present there is no meter and no cable. Also, the complainant submitted a report dated 20th Jun. 2024 with the witness of village people & local Sarpanch (countersigned by SDO-Patnagarh) that he is not availing power supply since Feb-2007.
3. The OP has submitted that as the disputed billing period has not yet revised, it needs bill revision.
4. On scrutiny of the documents, it is observed by the Forum that the bills raised during the disputed period needs bill revision as per OERC Dist. (Conditions of Supply) Code 2019 to redress the consumer grievances.



In view of above facts and circumstances and after going through the documents submitted by both the parties, the Forum pronounces the following order as per regulations of the OERC Distribution (Conditions of Supply) Code 2019.

1. The monthly billing to the consumer should be stopped and must be reflected in the billing software with "PERMANENTLY DISCONNECTED" status.
2. The energy bills raised to the consumer from Feb-2007 onwards till date is to be waived as there is no power supply. Only MMFC is to be charged upto Feb-2007 as per CI-1 of the standard agreement executed by the petitioner with the opposite party.
3. DPS is to be levied as per OERC Regulation.
4. All sundries and adjustments are to be considered during the above revision 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.PADHIE
CO-OPTED MEMBER

P.K.SAHOO
MEMBER (Fin.)

K.B.SAHU
PRESIDENT

Copy to: -

1. Sri Manoj Kumar Mahakhud, At/Po-Belpada, Sriramnagarpada, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Patnagarh.
3. DFM/ AFM/ JFM, Titilagarh Electrical Division, TPWODL, Titilagarh.
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."