



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/ 727⁽⁶⁾

Dated, the 30/07/2024

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/426/2024		
2	Complainant/s	Name & Address Sri Ratnamani Patel, At/Po-Roth, Dist-Bolangir	Consumer No 911001025251	Contact No. 9777618870
3	Respondent/s	Name (1) S.D.O (Elect.), TPWODL, Loisingha (2) EE, BED, TPWODL, Bolangir	Division Bolangir Electrical Division, TPWODL, Bolangir	
4	Date of Application	03.07.2024		
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	11.07.2024		
9	Date of Order	30.07.2024		
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 - Sri Ratnamani Patel
For the Respondent - (1) Sri Kshirodra Kumar Meher, OAG-II (Auth. Rep.)
(2) Sri Srikanta Satpathy, AFM (Auth. Representative)

Complaint Case No. BGR/426/2024

Sri Ratnamani Patel,
At/Po-Roth,
Dist-Bolangir
Con. No. 911001025251

- COMPLAINANT

-Versus-

Sub-Divisional Officer,
Electrical Sub-Division,
TPWODL, Loisingha
EE, BED, TPWODL, Bolangir

- OPPOSITE PARTY

ORDER

(Dt.30.07.2024)

HISTORY OF THE CASE

The Complainant is a LT-Irr. consumer availing a CD of 4 KW. He has disputed that power supply to his premises was under disconnection from Jun.-2022 to till date due to theft of LT cable. For that, he has appealed before the Forum for withdrawal of bills during power supply disconnection period i.e. from Jun.-2022 to till date. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 03.07.2024

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under ESO-Agalpur Section of Loisingha Sub-division. The consumer represented that he was served with false bills from Jun.-2022 where he has not availed power supply due to theft of LT cable. For that false bills, the arrear has accumulated to ₹ 22,902.50p upto Jun-2022. 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 relevant documents. On defence, he intimated that the consumer is a LT-Irr. consumer availing power supply since Feb.-2021. The billing dispute raised by the complainant for the false billing from Jun.-2022 needs field verification. As the matter is quite old, the OP asked for seven days time to submit the report.

Considering the submission of OP, the case was adjourned to next hearing date i.e. 11th Jul. 2024. Notice was served on 04th Jul. 2024 to both the parties to remain present on the said date.

CO-OPTED MEMBER

MEMBER (Fin.)

PRESIDENT



PROCEEDING OF HEARING DATED : 11.07.2024

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 4 KW. The consumer has availed power supply since 10th Feb. 2021 and the arrear outstanding upto Jun.-2024 is ₹. 22,902.50p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. The complainant represented that power supply to his premises was under disconnection from Jun.-2022 to till date due to theft of LT cable against which the OP was asked some time for field inspection. Hence, the Forum allowed seven days time to make a field verification which must be submitted before the next hearing date. The OP submitted the PVR prepared on 09th Jul. 2014 by ESO-Agalpur. The abstract of PVR is,

“During physical verification of the above mentioned consumer, it is found that line disconnected and no meter found. As per concerned lineman report, line disconnected since Jun.-2022 due to theft of LT cable.”

The PVR submitted by ESO-Agalpur dated 09th Jul. 2024 has taken into record.

2. From the above, it is confirmed that power supply to the consumer is under disconnection from Jun-2022 to till date and the monthly billing is being generated on “AVERAGE” basis.
3. The complainant has not paid the monthly bill regularly for which the arrear was accumulated to ₹ 22,902.50p upto Jun.-2024.
4. On scrutiny of the documents, it is observed by the Forum that the bills raised during no supply period needs bill revision under CI-155 & 157 of 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 energy bills raised to the consumer from Jun.-2022 to till date must be withdrawn as there was no power supply.
2. MMFC is to be charged till the initial period of agreement is over.
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.PADHEE

CO-OPTED MEMBER


P.K.SAHOO

MEMBER (Fin.)


K.R.SAHU

PRESIDENT

Copy to: -

1. Sri Ratnamani Patel, At/Po-Roth, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Loisingha.
3. Executive Engineer, Bolangir Electrical Division, TPWODL, Bolangir.
4. DFM/ AFM/ JFM, Bolangir Electrical Division, TPWODL, Bolangir.
5. Superintending Engineer, Electrical Circle, TPWODL, Bolangir.
6. 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.”