

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/ 695^{USA}

Dated, the 11/07/2024

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/430/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sri Kunal Bhoi, For Sri Sashidhar Bhoi, At/Po-Roth, Dist-Bolangir	911312030966	9776354768	
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Loisingha	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	03.07.2024			
9	Date of Order	11.07.2024			
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: Camp Court at Kendumundi

Appeared:

For the Complainant -Sri Kunal Bhoi
For the Respondent -Sri Kshirodra Kumar Meher, OAG-II (Representative)

Complaint Case No. BGR/430/2024

Sri Kunal Bhoi,
For Sri Sashidhar Bhoi,
At/Po-Roth,
Dist-Bolangir
Con. No. 911312030966

- **COMPLAINANT**

-Versus-

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

- **OPPOSITE PARTY**

ORDER

(Dt.11.07.2024)

HISTORY OF THE CASE

The Complainant is a LT-Dom. consumer availing a CD of 1 KW. He has disputed that power supply to his premises was under disconnection from Jan.-2018 to Oct.-2022 but energy bills have been raised on average basis till Oct-2022. For that, he has appealed before the Forum for withdrawal of bills during power supply disconnection period i.e. from Jan-2018 to Oct-2022. 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 Jan-2018 to Oct-2022 where he has not availed power supply. For that false bills, the arrear has accumulated to ₹. 40,635.18p upto last bill. 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 without relevant documents. On defence, he intimated that the consumer is a LT-Dom consumer availing power supply since Aug.-2013. The billing dispute raised by the complainant for the false billing from Jan-2018 to Oct-2022 needs field verification. As the matter is quite old, the OP asked for seven days time to submit the report.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 1 KW. The consumer has availed power supply since 24th Aug. 2013 and the arrear outstanding upto Oct-2022 is ₹. 40,635.18p, thereafter the bill has stopped. As complained by the complainant and submission of OP, it is observed by the Forum that,


CO-OPTED MEMBER


MEMBER (Fin.)
Page 2 of 3


PRESIDENT



1. The complainant represented that power supply to his premises was under disconnection from Jan-2018 to till date against which the OP asked some time for field inspection. Hence, the Forum directed the OP to make a field verification and must submit a report within seven days. The OP submitted the PVR prepared on 06th Jul. 2014 by ESO-Agalpur. The abstract of PVR is,

“During physical verification above mentioned consumer premises, it is found that line disconnected and no meter & cable found. As per concerned lineman report, line disconnected since Mar-2018 due to non-payment.”

The PVR submitted by ESO-Agalpur dated 06th Jul. 2024 has taken into record.

2. From the above, it is confirmed that power supply to the consumer is under disconnection from Mar-2018 to till date and the billing has been stopped since Nov-2022.
3. 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 Mar.-2018 to Oct.-2022 is to be withdrawn as there is no power supply.
2. DPS is to be levied as per OERC Regulation.
3. 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.B.SAHU
PRESIDENT

Copy to: -

1. Sri Kunal Bhoi, At/Po-Roth, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Loisingha.
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.”