



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/ 751 ⁶¹

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/464/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Ashish Kumar Agrawal, For Sri Pramod Kumar Agrawal, At/Po-Saintala, Bapuji Chowck, Dist-Bolangir		912421010150	9437638160
3	Respondent/s	Name S.D.O (Elect.), TPWODL, Saintala		Division Titilagarh Electrical Division, TPWODL, Titilagarh	
4	Date of Application	24.07.2024			
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	24.07.2024			
9	Date of Order	30.07.2024			
10	Order in favour of	Complainant <input checked="" type="checkbox"/>	Respondent	Others	
11	Details of Compensation awarded, if any.	Nil			

[Signature]
CO-OPTED MEMBER

[Signature]
MEMBER (Fin.)

[Signature]
PRESIDENT

Place of Hearing: Camp Court at Belgaon

Appeared:

For the Complainant -Sri Ashish Kumar Agrawal
For the Respondent -Sri Ansuman Sahoo, S.D.O (Elect.), Saintala

Complaint Case No. BGR/464/2024

Sri Ashish Kumar Agrawal, - **COMPLAINANT**
For Sri Pramod Kumar Agrawal,
At/Po-Saintala, Bapuji Chowck,
Dist-Bolangir
Con. No. 912421010150

-Versus-

Sub-Divisional Officer, - **OPPOSITE PARTY**
Electrical Sub-Division,
TPWODL, Saintala



ORDER
(Dt.30.07.2024)

HISTORY OF THE CASE

The Complainant is a LT-Dom. consumer availing a CD of 2 KW. He has disputed that power supply to his premises was under disconnection from Jan.-2006 to Dec.-2022 but energy bills have been raised on average basis every month. For that, he has appealed before the Forum for withdrawal of bills during power supply disconnection period i.e. from Jan-2006 to Dec-2022. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 24.07.2024

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under ESO-Belgaon Section of Saintala Sub-division. The consumer represented that he was served with false bills from Jan-2006 to Dec-2022 where he has not availed power supply. For that false bills, the arrear has accumulated to ₹ 1,80,557.04p upto Jun-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 without relevant documents. On defence, he intimated that the consumer is a LT-Dom consumer availing power supply prior to Apr-1999. The billing dispute raised by the complainant for the disconnected period pertaining to Jan-2006 to Dec.-2022 needs field verification. As the matter is quite old, the OP asked for seven days time to submit the report.

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MEMBER (Fin.)
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PRESIDENT

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 2 KW. The consumer has availed power supply prior to Apr-1999 and the arrear outstanding upto Jun.-2022 is ₹ 1,80,557.04p. 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 Jan-2006 to Dec-2022 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 27th Jul. 2024 by ESO-Belgaon & SDO-Saintala. The abstract of PVR is,

“As per field enquiry from neighbourer, meter reader & field staff, the power supply of the above consumer has been disconnected since January-2013 to September-2022.”

The PVR submitted by ESO- Belgaon & SDO-Saintala dated 25th Jul. 2024 has been taken into record.

2. The Forum analysed the billing pattern & payment history and found that the consumer has made several payments in between the year 2006 to 2013. The last payment was received on 28th Oct. 2013 of ₹. 825/-, thereafter on 21st Dec. 2022 of ₹ 10,000/-. If power supply remains disconnected since Jan-2006 as stated by the complainant how the consumer has made several payments after Jan.-2006. Hence, the complaint of the complainant is not based on facts.

Also, the genuiness of the PVR dated 25th Jul. 2024 submitted by OP is in question as the OP certifies that power supply to the premises was under disconnection since Jan-2013 where payment was received upto 28th Oct. 2013. The Forum has taken this as a **SERIOUS NOTE** as the OP has submitted false information to mislead the Forum and directed to be very careful while submitting document / written version before the Forum.

The Forum analysed the detailed facts with available documents and highlighted the following points,

- A. There is no evidence of disconnection and reconnection of power supply as both the parties were unable to submit any document or MR copy regarding DC & RC.
 - B. As per FG meter change report, a new meter was installed on 15th Dec. 2021 with meter no. WHL020609 which has been replaced on 01st Oct. 2022 with meter sl. no. WHL020684 which confirms that if power supply was disconnected, it has been restored on 15th Dec. 2021 with installation of new meter (meter sl. no. WHL020609, make : Capital). In the said case as no document regarding DC & RC, benefit of doubt goes in favour of the complainant. Accordingly, the DC period should be treated as Nov.-2013 to 15th Dec. 2021.
3. Hence, the energy bills raised during the disconnection period needs bill revision under CI-155 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 Nov.-2013 to 15th Dec. 2021 is to be withdrawn as there was no power supply. Only MMFC is to be charged during the said period.

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MEMBER (Fin.)
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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 Ashish Kumar Agrawal, At/Po-Saintala, Bapuji Chowck, Dist-Bolangir.
2. Sub-Divisional Officer, Electrical Sub-Division, TPWODL, Saintala.
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."