



Grievance Redressal Forum
TPWODL, BARGARH
First Floor, Raymond Building, Bandutikra Chowk,
Bargarh, Pin- 768028

Email: grf.bargarh@tpwesternodisha.com, Ph No.06646-230135
Bench: Sri B.K Singh (President) and Sri S. Tripathy, Member (Finance)

Ref: GRF/Bargarh/Div/BWED/ (Final Order)/ 122⁽⁴⁾

Date: 07.10.2024

Present: Sri B. K Singh (President),
Sri S. Tripathy, Member (Finance).

1	Case No.	BGH/104/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Smruti Ranjan Routray At-Kendubhata, Mahulpali Dist-Bargarh		5152-0118-0377	9556083222
3	Respondent/s	SDO(Elect), Padampur , TPWODL			Division B.W.E.D, TPWODL, Bargarh
4	Date of Application	20.09.24			
5	In the matter of-	1. Agreement/Termination	X	2. Billing Disputes	√
		3. Classification/Reclassification of Consumers	X	4. Contract Demand / Connected Load	X
		5. Disconnection / Reconnection of Supply	X	6. Installation of Equipment & apparatus of Consumer	X
		7. Interruptions	X	8. Metering	X
		9. New Connection	X	10. Quality of Supply & GSOP	X
		11. Security Deposit / Interest	X	12. Shifting of Service Connection & equipments	X
		13. Transfer of Consumer Ownership	X	14. Voltage Fluctuations	X
		15. Others (Specify) -X			
6	Section(s) of Electricity Act, 2003 involved				
7	OERC Regulation(s) with Clauses	1. OERC Distribution (Conditions of Supply) Code,2019 √			
		2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004			
		3. OERC Conduct of Business) Regulations,2004			
		4. Odisha Grid Code (OGC) Regulation,2006			
		5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004			
		6. Others			
8	Date(s) of Hearing	20.09.24			
9	Date of Order	07.10.2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: Office of The Sub Divisional Officer, Padampur, TPWODL.



Appeared

For the Complainant- Smruti Ranjan Routray

For the Respondent - SDO(Elect), Padampur, TPWODL.

GRF Case No- BGH/104/2024

(1) Smruti Ranjan Routray
At-Kendubhata,PO-Mahulpali
Padampur
Dist- Bargarh
Consumer No.- 5152-0118-0377

COMPLAINANT

VRS

(1) SDO(Elect), Padampur, TPWODL

OPPOSITE PARTY

GIST OF THE CASE

The Complaint petition filed by Smruti Ranjan Routray, At-Kendubhata, Mahulpali, Padampur, , objected about false charging of monthly energy bills against the premises to which the power supply has been permanently disconnected since Sept 2021. In this context, the complainant submitted a copy of application addressed to SDO (elect), Padampur dt. 13.09.2021, duly acknowledged by the ESO (Elect), Padampur-I, requesting for closure of consumer account in his name. Hence, the complainant prayed before the Forum to direct the Opposite Party for revision of earlier bills and refund of security deposit amount against closure of consumer account.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party has submitted the Physical Verification Report dt. 27.09.2024, Ledger detail from Sep 2017 to Aug 2024 and the written Submission to the case. In reply to this case, the opposite party mentioned that, the initial date of power supply to the complainant was effected on 05.09.2017. As per the Physical Verification Report of ESO (Elect) , Padampur-I on dt. 27.09.2024, no meter, no supply and not any connection is found at the site of the complainant and the power supply is disconnected from the month of Dec 2021. The Opposite Party urged before the Forum to issue necessary order as deemed fit.

OBSERVATION

The case is perused with all documents available in record and merit of the case. The complainant is an existing consumer of electricity under the operational area of TPWODL, bearing Consumer No-5152-0118-0377, having CD-2.50KW, under LT-General Purpose category, under ESO, Padampur-I. The ledger abstract indicated that actual bills were charged to the complainant upto Aug 2021 billing. Then in the month of Sept 2021, the energy bill was charged on average basis. It was revealed from the records that no monthly bill units were charged from Oct 2021 onwards till date, except the monthly fixed charges & the delayed payment surcharges (DPS) so levied, as the power supply was officially remained in disconnected state in billing database. However, the exact date of disconnection could not be ascertained from available records. The Opposite Party in reply to the case submitted that, the power supply was disconnected physically during Dec 2021 (the exact date of disconnection could not be submitted by the


PRESIDENT

Grievance Redressal Forum
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Opposite Party) and as per the latest Physical Verification Report dt. 27.09.2024, it was revealed that no power supply has been available at the premises having no meter found at site.



It was observed from records that, the closing arrear outstanding as on Sept 2021 billing stood at Rs. 3,382.91/- and the closing outstanding as on Aug 2024 was at Rs. 6,441.81/-. The Forum observed that, no effective steps has been taken by the Opposite Party in final closing of consumer account upon request made by the complainant that was duly received and acknowledged by the Opposite Party on dt. 13.09.2021. The Opposite Party should have acted upon the above application towards closure of his consumer account with due adjustment of arrear bills against available security deposit amount and should have served demand notice for payment of balance arrear dues, if any, apart from other official formalities and processes. However, the Opposite Party failed to submit the action taken report in this aspect. It is the duty of the Opposite party to perform effectively to ensure timely and effective services and seamless processes to make it most simple, transparent and consumer friendly. And the level of diligence & dexterity expected in execution of duties has not been met by the Opposite Party.

Hence, from the above mentioned facts, reports and statements available on record, the Forum construed that, the Opposite Party is required to take immediate necessary steps for closure of consumer account as requested by the complainant, observing official formalities, under intimation to the complainant consumer, considering the exact date of permanent disconnection effected in the premises in question and revision, withdrawal of energy bills so raised after the date of permanent disconnection made. However the entire process of settlement of consumer account is required to be completed within a month.

ORDER

Considering the documents and statements submitted by both the parties and agreed upon at the time of hearing, the Forum hereby passes orders in consonance with regulations of the OERC Distribution (Conditions of Supply) Code 2019.

- 1. The Opposite Party is directed to revise and withdraw the energy bills charged against the complainant from the date of permanent disconnection physically effected and raise final bill for closure of consumer account with demand notice to pay the balance dues, after adjustment of security deposit amount, if any, adjusting the bill revision made earlier and/or, the benefit arising out of the OTS Scheme, if any, duly observing other official formalities.*
- 2. The Opposite Party is directed to serve the revised energy charges bill with revised due date within 30 days from the receipt of this Order, duly considering the applicable tariff during the period, taking in to account the adjustments, if any, and adjusting the payments made by the complainant and ensure payment thereof.*
- 3. The complainant is directed to pay the revised and final bill amount so derived by the Opposite Party if any, for closure of consumer Account, thereby, enabling the Opposite Party to issue no dues certificate thereon.*

The Opposite party is directed to submit the compliance report to this Forum within one month from the date of issue of this order.



Accordingly, the case is disposed of.

S. Tripathy
07/12/24
(S. Tripathy)
MEMBER
Grievance Redressal Forum
TPWODL, Bargarh-768028

B.K. Singh
07/12/24
(B.K. Singh)
PRESIDENT
Grievance Redressal Forum
TPWODL, Bargarh-768028

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Grievance Redressal Forum
TPWODL, Bargarh-768028

1. Smruti Ranjan Routray, At-Kendubhata, PO-Mahulpali, Padampur, Dist-Bargarh, Mob-9556083222.
2. Sub-Divisional Officer (Elect.), Padampur, TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer.
3. Executive Engineer (Elect.), BWED, TPWODL, Bargarh.
4. The Chief Legal-cum-Nodal Officer, TPWODL, Burla for information.

“If the complainant is aggrieved either by this order or due to non-implementation of the order of the Grievance Redressal Forum in time, he/she is at liberty to make representation to the Ombudsman-II, Qrs. No.3R-2(S), GRIDCO Colony, P.O:Bhoinagar, Bhubaneswar-751022 (Tel No. 0674-2543825 and Fax No. 0674-2546264) within 30 days from the date of this order of the Grievance Redressal Forums.”

This Order can be accessed on OERC website, www.orierc.org under the “head “Cases->”GRF”.