

CONSUMER GRIEVANCE REDRESSAL FORUM

ELECTRICAL CIRCLE, BARGARH

First Floor, Raymond Building, Bandutikra Chowk, Bargarh-768028

Phone: (06646) 230135, E-mail: grf.bargarh@tpwesternodisha.com



Present:

Sri B.K.Singh	...	President
Sri Pulakesh Dasbhaya	...	Member (Finance)
Sri D.R Sahu	...	Co-Opted Member

1	Case No.	BGH/62/2025			
2	Complainant	Name & Address:		Consumer No:	
		Baistaba Behera		5154-1207-0127	
		At-Purunapada,Jharbandh		Contact No.:	
		Dist-Bargarh		7325834236	
3	Respondent	Name		Division	
		SDO(Elect.), TPWODL, Paikmal		BWED, TPWODL, Bargarh.	
4	Date of Application	08.05.2025			
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	42(5)			
7	OERC Regulation(s):	Clauses			
	1	OERC Distribution (Licensee's Standard of Performance) Regulations,2004			
	2	OERC Conduct of Business) Regulations,2004			
	3	Odisha Grid Code (OGC) Regulation,2006			
	4	OERC (Terms and Conditions for Determination of Tariff) Regulations,2004			
	5	Others-OERC Distribution (Conditions of Supply) code, 2019			42,140,155 & 157
8	Date(s) of Hearing	08.05.2025			
9	Date of Order	19.05.2025			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	Nil			
12	Appeared for the Complainant:		Appeared for the Respondent:		
	Baisthaba Behera Represented by Benudhar Behera		SDO(Elect.), TPWODL, Paikmal		


PRESIDENT
 Grievance Redressal Forum
 TPWODL, Bargarh-768028



ORDER

Brief Facts of the Case

During the spot hearing at Jharbandh Electrical Section of Paikmal Sub-division under Bargarh West Electrical Division on 08-05-2025, the complainant appeared before the Forum whereas SDO- Paikmal appeared as respondent before the Forum.

Brief facts pertaining to the case are that the Complainant is a LT- Domestic consumer having consumer No. 515412070127 with connected load of 1.00 KW. That the Complainant has raised objection regarding the OTS rebate which has not been given to him in 2012 despite full arrear payment. He requested for grant of OTS rebate and mentions about verbal complaint being made to the respondent earlier on.

Gist of Arguments made by the Parties

Both parties were present in the hearing. The contentions made by the parties are as follows:

1. Submission of the Complainant:

1. The complainant submits that, OTS rebate which has not been given to him in 2012 despite full arrear payment resulted to accumulation of arrear.
2. The complainant submitted the bill of Aug'2012 and receipts of payments made in Aug'2012 against OTS.
3. He further submits that; he had made verbal complaint to the respondent about the erroneous bill.
4. He also requested the Forum to revise the bills.

2. Reply Submission of the Respondent:

- i. The respondent also agreed upon OTS payment and agreed for revision of bills. However, the respondent requested the Forum to take appropriate decision as necessary.

Findings and observations of the Forum

Written/verbal Submissions were made by both parties and arguments were heard at length. This Forum, after hearing the parties and going through the relevant documents, FG and Samadhan database (Licensee's soft records) and provisions of law have concluded as follows:

1. That the complainant has an arrear of Rs.13,892.00 on 31-03-2012 on which OTS scheme was applicable. From the bill of Aug'2012 submitted by the complainant, it is noted that the Eligible amount was Rs.11858.00 on which 40% OTS rebate was applicable and qualifying amount was Rs.2034.00.
2. After deduction of 40% rebate ($11858 \times 40\% = 4743$) on Eligible amount of Rs.11858.00, the net Eligible amount is Rs.7115.00 ($11858 - 4743$) and Qualifying amount is Rs.2034.00 having a total of Rs.9149.00.
3. It is further noted that the complainant has paid Rs.10000 vide receipt no. 23964114, 23964115 & 23964116 against both Eligible amount and Qualifying amount, but no OTS rebate has been given to him.
4. Therefore, it is decided by the Forum that, OTS Rebate amount of Rs.4743.00 is to be given to the complainant.


Directions of the forum


In view of the above findings and discussions, the Forum is of the view that,


- The OTS Rebate amount of Rs.4743.00 is to be deducted from the bill of the complainant as per Section 157 of Odisha Electricity Regulatory Commission Distribution (Conditions of Supply) Code, 2019.
- Any adjustments done during the revision period are also to be taken in to consideration.
- DPS charged on the wrong bills are also to be withdrawn.

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.


(D.R. Sahu)
Co-Opted Member
Grievance Redressal Forum
TPWODL, Bargarh-768028
No. GRF/BGH/ 71(2)


(P. Dashbhaya)
Member (Finance)
Grievance Redressal Forum
TPWODL, Bargarh-768028


(B.K. Singh)
President
Grievance Redressal Forum
TPWODL, Bargarh-768028
Date: 19.05.2025

Certified Copy to:

- 1) The Zonal Head, Bargarh Zone, TPWODL, Bargarh.
- 2) The Chief Legal, 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 (Tel. No. 0674-2543825 and Fax No. 0674-2546264) within 30 days from the date of order of the Grievances Redressal Forums".

This order can be accessed at TPWODL website www.tpwesternodisha.com- Customer Zone- Grievance Redressal Forum- BGH- GRF case No. BGH 62 of 2025.