

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)/ 101⁽⁴⁾

Date: 23.07.2024

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

1	Case No.	BGH/79/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Lingaraj Barik At-Jharbandh, Paikmal Dist-Bargarh		5154-1207-0010	
3	Respondent/s	S.D.O (Elect), Paikmal , TPWODL			Division B.W.E.D, TPWODL, Bargarh
4	Date of Application	29.05.2024			
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, Regulation 157 √			
		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	29.05.2024			
9	Date of Order	23.07.2024			
10	Order in favour of	Complainant	Respondent	Others	√
11	Details of Compensation awarded, if any.	NIL			

B.K.
PRESIDENT

Grievance Redressal Forum
TPWODL, Bargarh-768028

Place of Camp: Office of Sub Divisional Officer, Paikmal, TPWODL.



Appeared

For the Complainant- Sri Lingaraj Barik

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

GRF Case No- BGH/79/2024

(1) Sri Lingaraj Barik
At-Jharbandh, Paikmal.
Dist- Bargarh,
Consumer No.- 5154-1207-0010

COMPLAINANT

VRS

(1) S.D.O (Elect), Paikmal, TPWODL

OPPOSITE PARTY

GIST OF THE CASE

The Complaint petition filed by Sri Lingaraj Barik, At/Po-Jharbandh, has not specifically mentioned about any dispute, objections with regard to consumer billing or other aspects. However, the complainant submitted a copy of letter addressed to the SDO (Elect), Paikmal, dt. 18.05.2024, requesting for closure of consumer account wrongly billed in his name against SC No. 5154-1207-0010, that was never in existence and used by him. In connection to this, the complainant also submitted that, there has been no connection effected against SC No. 5154-1207-0010, but has been availing a General Purpose connection in the same premises bearing SC No. 5154-1207-0278.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party submitted the ledger abstract against SC No. 5154-1207-0010, copy of PVR dt. 29.05.2024 and a written statement to this case. In reply to the case, the Opposite Party submitted that, the power supply to the complainant's premises was initially effected on 30.11.2001 with SC No. 5154-1207-0010 and actual bills were charged against the premises till Apr 2013 with closing outstanding of Rs. 19,151/- and no bills were generated from Jun 2013 onwards. The Opposite Party proposed that there is no scope for revision of previous bills and hence, urged before the Forum to issue necessary orders as deemed fit.

OBSERVATION

The Forum observed that the complainant has not made any specific complaint before the Forum for redressal of the grievances. However, it was inferred from the application made to SDO (Elect) Paikmal, that the SC No. 5154-1207-0010 in question against which actual bills were raised upto Mar 2012, as per FG database (Licensee Soft Records) revealed, with initial date of supply on 30.11.2001, that the complainant denied any such connection ever effected in his premises. The complainant in his application to the SDO (Elect), Paikmal, averred that the service connection mentioned above against which false bills were generated and requested for closure of the same account for settlement of illegitimate dues charged against him. It was brought to the notice of the Forum that, one GP-LT connection has been available in the premises bearing SL No. 5154-1207-0278 & that complainant has been utilizing such supply since 10.04.2006. The complainant couldn't furnish any copy of application made earlier to the Opposite Party with regard to the wrong/ false charging of electricity bills and

adjoining request for waiver of the same. The Opposite party also couldn't submit any of such application received at their end in earlier occasions.




It is apparent from the records that, actual bills were raised to the complainant (against SC No. 5154-1207-0010) in most of the periods upto Apr 2013 with advanced meter readings recorded in the existing meter and recorded closing outstanding of Rs. 19,151/-. Thereafter, monthly energy bills were not charged from May 2013 till date. The Physical Verification Report dt. 29.05.2024 revealed that the above service connection in question is permanently disconnected and no such connection and meter is available at site.

Since the complainant has not made any specific complaint before the Forum, the Forum is at constraint to pass necessary orders at this time. However, the complaint petition filed before the Opposite Party on dt. 18.05.2024, by the complainant, needs to be initially addressed & sorted out by the Opposite Party as per Complaint Handling Procedure (CHP) as stipulated by the Hon'ble OERC, Odisha.

The complainant is at liberty to approach the Forum afresh with necessary proof of documents if he is aggrieved by the action/inaction of the Opposite Party.

Hence, the instant Petition is hereby dropped.


(S. Tripathy)
Member (Finance)
Grievance Redressal Forum
TPWODL, Bargarh-768028


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

Copy to: -

1. Lingaraj Barik, At/Po-Jharbandh, Paikmal, Dist-Bargarh.
2. Sub-Divisional Officer (Elect.), Paikmal, 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".