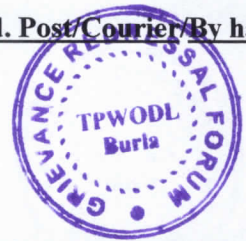


**Grievance Redressal Forum
TPWODL, BURLA**

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Sambalpur, Pin- 768017

Email: grf.burla@tpwesternodisha.com, Ph No.0663-2999601

Bench: A.K.Satapathy, President B.Mahapatra (Co-opted Member) and A.P.Sahu, Member (Finance)



Ref: GRF/Burla/Div/SED/ (Final Order)/ 1885 (4)

Date: 30/08/24

Present: Sri A.K. Satapathy, President

Sri A.P.Sahu Member(Finance)

1	Case No.	BRL/148/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Ashok Tali At-Mahantipada Po-Jhaduapada Ps-Town Dist-Sambalpur	4116-2114-0011	9937706246	
3	Respondent/s	S.D.O (E),Khetrajpur		Division S.E.D, TPWODL, Sambalpur	
4	Date of Application	27.02.2024			
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 √			
		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	11.03.2024 / 13.08.2024			
9	Date of Order	29/08/24			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: GRF Office, TPWODL, Burla

Appeared

For the Complainant- Ashok Tali

For the Respondent - SDO(Electrical), Khetrajpur, TPWODL.



GRF Case No- BRL/148/2024

Ashok Tali

At-Mahantipada

Po-Jhaduapada

Ps-Town

Dist-Sambalpur

VRS

SDO(Electrical), Khetrajpur, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Ashok Tali has appeared the hearing on Dt. 11.03.2024 at GRF Office, Burla and submitted a written complaint wherein he has stated about NSC issue and further submitted many related documents.

SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted a PVR carried on 25.04.2024 and written statement in this case Dt.29.04.2024 and also further submitted another report on 13.08.2024 along with clarification on bill revision vide e-mail dtd. 27.08.2024.

OBSERVATION

Refer to the Interim order dtd. 30.06.2024 issued by this Forum and communicated to both parties. The opposite party has already been served the letter no.167 dtd.15.07.2024 in favour of Sri Ashok Tali for payment of dues stands against the consumer no.4116-2114-0011 with DC notice which has been acknowledged by Sri Ashok Tali on 22.07.2024. Further, hearing was conducted on 13.08.2024 with reference to notice dtd.02.08.2024 where both parties were present on the date of hearing. This forum has gone through the letter dtd.13.08.2024 of opposite party where claimed for payment of Rs 2,05,717/- stands on 09.08.2024. During the course of hearing, the complainant has asked to state about present position of land and possession thereon. In reply, the complainant has stated that the ratio of possession as 154:712sqft out of 2decimil of land i.e 154sqft possessed by Smt. Basanti Bagarty and balance by the complainant. The p/s for consumer no 4116-2114-0011 was effected in the area of 712sqft possessed by Sri Ashok Tali and the new connection 4116-2114-0399 was effected in the area of 154sqft possessed Smt. Basanti Bagarty- belongs to khata no.554 of plot no. 573(2decimil). In the course of hearing, it is noticed that in both the plots (572 & 573 of khata no.555 & 554) there was only single line with SC no. 4116-2114-0011. After a long discussion, the complainant has accepted that the p/s to the consumer no. 4116-2114-0011 was used by the family members of the complainant and also agreed to pay the balance amount of outstanding dues after consideration of share of Smt Basanti Bagarty. It is mentioned here that, Smt. Bagarty has already been paid her dues (1st instalment) and debited the outstanding balance due on her from SC no. 4116-2114-0011 to new connection Sc no. 4116-2114-0399 and the opposite party has already been released the NSC so applied, vide SC no. 4116-2114-0399. During hearing, after discussion the complainant has approached to this Forum for revision of bill and accordingly ordered to opposite party to look into the matter and if allowed as per law to revise the bill. In reply, the opposite party has communicated through e-mail on 27.08.2024 to this Forum about the revision and clarified that Rs 66,720.27/- has already been withdrawn from billing which was effected in Jun'2023 as well as Rs 25,175/- has been withdrawn from the billing account and debited to Smt. Bagarty in SC no. 4116-2114-0399 as per pro-rata allotment and Smt. Bagarty has already been paid the 1st instalment of Rs 25,000/- before release of NSC and

complainant is liable to pay the outstanding dues of TPWODL. However, the complainant has approached during hearing to the Forum for consideration of instalment facilities where instantly the opposite party has directed to allow suitable instalment to keeping records on application of the complainant. Further, the complainant denied for release of NSC by opposite party although applied as right now not required the above connection but the opposite party will to refund the deposit amount to the complainant within the time stipulation observing departmental formalities.

Hence, the Forum is in the opinion that the Opposite party is supposed to allow suitable instalments on application of the complainant so that the arrear to be cleared in few months or otherwise not allowed the instalments if no application by complainant for instalments. Refund the amount so deposited for NSC and reject the NSC so applied as not required the same by the complainant as declared during the hearing. No scope for bill revision as has already been done by opposite party. The complainant is supposed to pay the arrear in full to avoid disconnection or approached in writing to opposite party for suitable instalments. The opposite party may take coercive action as per law for recovery of dues if not paid by the complainant (DC the p/s without further notice). The pro-rata amount so debited to Smt. Bagarty to be taken care for collection and on failure of payment the p/s may be disconnected serving notice as per IE Act of sec 56(i).

ORDER

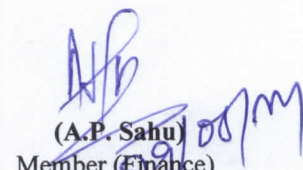
Considering the documents and statements submitted by both the parties at the time of hearing, the Forum hereby passes orders that:

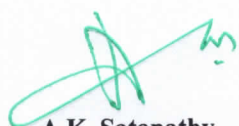
1. *The Both Parties are directed to act as per following guidelines: -*

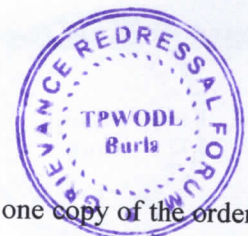
- i. The opposite party may allow suitable instalments on application of the complainant so that the arrear to be cleared in few months or otherwise not to allow the instalments if no application by complainant for instalments.
- ii. The opposite party refund the amount so deposited for NSC and reject the NSC so applied as not required the same by the complainant as declared during the hearing.
- iii. The opposite will not do any bill revision as has already been done.
- iv. The complainant is supposed to pay the arrear in full to avoid disconnection or approached in writing to opposite party for suitable instalments.
- v. The opposite party may take coercive action as per law for recovery of dues if not paid by the complainant (DC the p/s without further notice) for consumer no. 4116-2114-0011.
- vi. The opposite party to take care for collection the pro-rata amount so debited to Smt. Bagarty and on failure of payment the p/s may be disconnected serving notice as per IE Act of sec 56(i).

2. ***Opposite party is directed to submit the compliance report to this Forum within one month from the date of issue of this order as the case may be.***

Accordingly, the case is disposed of.


(A.P. Sahu)
Member (Finance)
Member
Grievance Redressal Forum
TPWODL, Burla - 768017


A.K. Satapathy
(President)
President
Grievance Redressal Forum
TPWODL, Burla - 768017



Copy to: -

1. Ashok Tali, At-Mahantipada, Po-Jhaduapada, Ps-Town, Dist-Sambalpur
2. Sub-Divisional Officer (Elect.) Khetrajpur, TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer
3. Executive Engineer (Elect.), SED, TPWODL, Sambalpur
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".)

President
Grievance Redressal Forum
TPWODL, Burla - 768017