

Grievance Redressal Forum

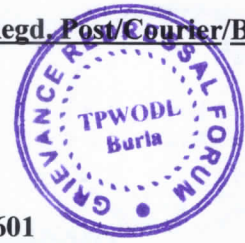
TPWODL, BURLA

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.Satpathy, President B.Mahapatra (Co-opted Member) and A.P.Sahu, Member (Finance)



Ref: GRF/Burla/Div/SEED/ (Final Order)/

1870 (4)

Date:

31/07/24

Present:

Sri A.K.Satpathy, President.

Sri B.Mahapatra (Co-opted Member),

Sri A.P.Sahu Member(Finance).

1	Case No.	BRL/316/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Dolamani Behera At/Po- Hatibari, Rairakhol, Dist- Sambalpur.		4164-3201-0066	9937132044
3	Respondent/s	SDO(Electrical),Rairakhol , TPWODL		Division S.E.E.D, TPWODL, Sambalpur	
4	Date of Application	13.02.2024			
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	13.02.2024			
9	Date of Order	31/07/24			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: ESO Office, Hatibari, TPWODL, Sambalpur.



appeared

For the Complainant- Sri Dolamani Behera

For the Respondent - SDO(Elect.), Rairakhol, TPWODL, Sambalpur.

GRF Case No- BRL/316/2024

(1) Sri Dolamani Behera
At/Po- Hatibari, Rairakhol,
Dist- Sambalpur.
Consumer No.- 4164-3201-0066

COMPLAINANT

VRS

(1) SDO(Elect.), Rairakhol, TPWODL, Sambalpur

OPPOSITE PARTY

GIST OF THE CASE

The Complainant has filed the petition in the name of Sri Dolamani Behera bearing Consumer No **4164-3201-0066** under SEED, TPWODL, Sambalpur stated about billing dispute and waiver of the bill for the period from 2017 to 2019 and submitted a copy of application in favour of ESO, Rairakhol on 22.10.2017, SDO, Rairakhol on 29.08.2018 and money receipt no. B36879103 on 25.08.2018 of Rs 20,400/- towards EC & ED and another money receipt no. B36879104 on 25.08.2018 of Rs 400/- towards RC fees.

Hence, the Complainant prayed before the Forum to consider his case for revision/rectification.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party has submitted PVR dtd. 03.07.2024, enquiry report dtd. 03.07.2024 and w/s through e-mail on 03.07.2024 in this case.

OBSERVATION

The case is pursued with all documents available in record and merit of the case. On examining the case in details, the Forum observed that the complainant is a GP consumer having CD 1.5 kw with initial date of p/s 01.01.1990 as seen from the FG data base. The complainant has raised objection on raising of bill with commercial tariff instead of domestic, waiver of billing from 2017 to 2019 and revision of bills. Both parties may refer to GRF case no 357/2023 and ordered thereon. In accordance to the order the opposite party has already been withdrawn of Rs 4677.21/- which was also credited in ledger on 22.12.2023. The complainant again appear before the Forum on 13.02.2024 at Hatibari under SDO, Rairakhol and approached for tariff change, waiver of billing and bill revision thereof. In the time of hearing, the complainant has advised to pay Rs 30,000/- and agreed for the same but has failed to do so and found that only Rs 15,000/- paid on 20.03.2024. The complainant is an irregular payer electricity dues and always trying to take benefit out of law. As seen the complainant has been booked penalty for theft of energy and finalised the matter by opposite party on payment of Rs 13,244/- on 12.02.2024. From these activities it is learned that the complainant having the material facts to the Forum and expecting undo benefit beyond law.

In this regard, this Forum has given direction during hearing to the opposite party to conduct enquiry on the matter and submit the report along with w/s for taking decision at this end. Accordingly, the field officers have conduct enquiry and submitted the report on 03.07.2024 with much delay and the SDO, Rairakhol being the opposite party has also submitted the recommendations on 03.07.2024 through e-mail. Both previous and present ESO have submitted the report that the p/s was disconnected since 01.09.2017 to 25.08.2018 due to widening of NH-55 but not submitted any documentary evidence of NH authorities and RC has been made on payment of Rs 20,400/- which is inclusive of DCRC fees on 25.08.2018. After receiving the above amount RC has been done on the same date. They have also recommended to change the tariff to domestic from 25.08.2018 as ESO has been communicated in writing by its letter no 51 dtd. 29.08.2018 but not submitted that copy to this Forum for verification. SDO, Rairakhol also has reported that consumer is availing the p/s for domestic purpose till now and bill may be revised from Aug'2018 to up to date in domestic tariff.

This Forum has verified the records and documents submitted by ESO & SDO as well as complainant and found that the versions have contradictory to each other. Hence, to settle the matter confirmation report is required. To obtained the confirmation report a special enquiry to be conducted with the leadership of EE(Elect.),SED,Sambalpur consisting of DM(Fin/Com),SDO,ESO,AOC and Sr. L/M who will submit the report and as per outcome of the report conversion of tariff COM to DOM and bill revision to be done with the adjustment of previous bill revision amount as per law.

ORDER

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



1. The Opposite Party is directed to conduct a special enquiry with the leadership of EE(Elect.),SED,Sambalpur consisting of DM(Fin/Com),SDO,ESO,AOC and Sr. L/M who will submit the report and as per outcome of the report, conversion of tariff COM to DOM and bill revision to be done with the adjustment of previous bill revision amount as per law.
2. The Opposite party is directed not to consider the bill revision for the period already revised earlier and adjust the revision as per law/for the period of penalty/in both cases if any as applicable as not submitted any information for the same.
3. The Opposite party is directed not to consider the bill revision for the period already where the complainant has availed the OTS scheme and rebate thereon if any as applicable as not submitted any information for the same.
4. 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 adjustment for the payments made by the complainant and ensure payment thereof.
5. The Opposite Party is directed to collect the revised bill amount and on non-payment, served the Disconnection Notice to the Complainant as per Indian Electricity Act,2003 under Section 56(i) and disconnect the power supply accordingly.
6. The Complainant is directed to pay the revised billed amount so arrived, if any, within due date after receipt of the revised energy charges bill to avoid disconnection.
7. **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.

(B. Mahapatra)

(Co-Opted Member)
Co-opted Member
Grievance Redressal Forum
TPWODL, Burla - 768017

(A.P. Sahu)

Member (Finance)
Member
Grievance Redressal Forum
TPWODL, Burla - 768017

(A.K. Satpathy)

President
President
Grievance Redressal Forum
TPWODL, Burla - 768017

- Copy to: -**
- (1) Sri Dolamani Behera, At/Po- Hatibari, Rairakhol, Dist- Sambalpur.
 - (2) Sub-Divisional Officer (Elect.), Rairakhol, TPWODL, Sambalpur with the direction to serve one copy of the order to the Complainant/Consumer.
 - (3) Executive Engineer (Elect.), SEED, 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.orienc.org under the "head "Cases->"GRF".