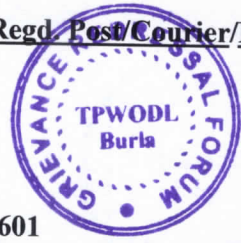


Grievance Redressal Forum
TPWODL, BURLA

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/SEED/ (Final Order)/ 1852 (u)

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/464/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sanurjaya Dansana At-Kudopali, Po-Sindurpank, Ps-Sadar Dist- Sambalpur-768025		4162-3502-0844	8018210275
3	Respondent/s	SDO(Electrical),Dhanupali, TPWODL		Division S.E.E.D, TPWODL, Sambalpur	
4	Date of Application	11.07.2024			
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	11.07.2024			
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, Maneswar, TPWODL, Sambalpur.

Appeared

For the Complainant- Sanurjaya Dansana

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



GRF Case No- BRL/464/2024

Sanurjaya Dansana
At-Kudopali, Po-Sindurpank, Ps-Sadar
Dist- Sambalpur-768025
Consumer No.- 4162-3502-0844

COMPLAINANT

VRS

SDO(Elect.), Dhanupali, TPWODL, Sambalpur

OPPOSITE PARTY

GIST OF THE CASE

Sanurjaya Dansana has appeared on Dt. 11.07.2024 at the camp held at ESO Office, Maneswar and submitted a written complaint wherein the complainant has stated that "an amount of Rs.80000.00 paid on 24.02.20 & 28.02.2020- Rs.40000.00 in each date but the same is not yet adjusted in the bill." The above amount has been paid by the complainant as known to filed officers. The complainant has prayed before the Forum for adjustment the above payments so mentioned in the bill. The complainant has submitted the bank statement of SBI for the period from 01.02.2020 to 31.03.2020.

SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted note sheets (03 Nos) about its investigation wherein it is clearly mentioned that the consumer has paid the said amount mention in its complain & also printout of emails communicated to Corporate Revenue back-end units in this regards, photo copy of consumer bank statement & also a written statement has submitted in this case.

OBSERVATION

The case is pursued with all documents available in records submitted by the complainant and merit of the case. On examining the case in details, the Forum observed that the complainant is a LT-DOM consumer having CD 3.5KW with date of initial power supply 01.01.1990 as seen from FG/Samadhan App. The complainant has raised objection on non-adjustment of payment amounting of Rs.80000.00 has made on 28.02.2020 despite several request to Authorities of licensee being a retired Govt. Employee & expressed the displeasure before the Forum in presence of SDO, Dhanupali & JFM Sri Bikram Pradhan. The above complainant has paid the mentioned amount through Ezytap on 24.02.2020 as seen from the bank statement produced before the Forum but till date the same has not been credited to the consumer. So after lodger the complain by the complainant intimated to Sri Sanjay Patra (AGM-Finance) to look into the matter on 11.07.2024 & a quick response has done and submitted the details to this Forum where mentioned that Rs.80000.00 has been received on 24.02.2020 & 28.02.2020 respectively (Rs.40000.00 in each date) having in the consumer No 4132-3502-0844. The Email reply of Sri Patra has already been communicated to DM (Com) of SEED as well as to SDO, Dhanupali also but found inaction of them till date. During course of hearing SDO Dhanupali & Sri Bikram Padhan JFM has repeatedly expressed their displeasure on Divisions Officials for Non cooperation to settle the issue rather pending for long time Infront of the consumer due to which bad message delivered to field which is not alt all a healthy practise. Despite several request by complainant the inaction of opposite party/division harassed to the complainant. As reported by SDO, Rs.83331.00 has not been adjusted although paid by the complainant out of which Rs.80000.00 paid through Ezytap & confirm fir AGM-Finance Sri Sanjay Patra

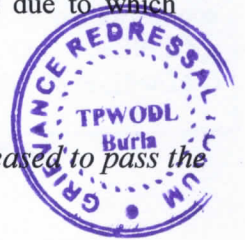
for Rs.3331.00 to be verified by opposite party basically at Division level by DM (F&C) as it has paid in cash vide MR No B5-6135057/28.02.2020. There are delays in all levels & specially why Sri Himanshu Agrawal & Himadri Tanaya Ratha- Sr. Associate (Com) yet not confirm the same to division & pending for adjustment is a matter of great regret. This Forum is taking the lapses very seriously & expressed the displeasure on the officials for non-doing the job despite expiry of more than 4 years for which complainant is suffering a lot with mental agony. It is advised to chief commercial services to intervene in the matter to avoid further delays & to appraise the complainant giving justice.

Hence it is the opinion of the Forum that the opposite party is liable to adjust the payment of Rs.80000.00 by giving immediate credit to the complainant within 03 days on receipt of this order & Rs.3331.00 will be also given credit to the consumer followed by further verification of money receipt B5-6135057/28.02.2020 within 7 days on receipt of this order as well as DPS if any levied since 28.02.2020 to till date to be waived out which is unjust & irregular so that the grievance of the complainant will be resolved without further delay. It is also warned to concern officials to avoid such type of practice due to which consumer dissatisfaction will be developed & good will of TPWODL to be affected.

ORDER

After careful consideration of hearing and data submitted by both parties the Forum is pleased to pass the Order as follows.

1. The Opposite Party is directed to adjust the payment of Rs.80000.00 by giving immediate credit to the complainant within 03 days on receipt of this order & Rs.3331.00 will be also given credit to the consumer followed by further verification of money receipt B5-6135057/28.02.2020 within 7 days on receipt of this order as well as DPS if any levied since 28.02.2020 to till date to be waived out which is unjust & irregular so that the grievance of the complainant will be resolved without further delay. It is also warned to concern officials to avoid such type of practice due to which consumer dissatisfaction will be developed & good will of TPWODL to be affected.
2. The Opposite party is directed not to consider the bill revision for the period already revised earlier/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.



[Handwritten signature]

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) Sanurjaya Dansana, At-Kudopali, Po-Sindurpank, PS-SadarDist- Sambalpur-768113.

(2) Sub-Divisional Officer (Elect.), Dhanupali, 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.orerc.org under the "head "Cases->"GRF".