

## Grievance Redressal Forum

TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,  
Burla, Sambalpur, Pin- 768017Email: [grf.burla@tpwesternodisha.com](mailto: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/SED/ (Final Order)/

1879 CW

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/494/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sukanya Satpathy At-Kud Jampali Po- Chipilima, Dist- Sambalpur-768026.		4118-3106-0022	
3	Respondent/s	SDO(Electrical), Hirakud,TPWODL,		Division S.E.D, TPWODL, Sambalpur	
4	Date of Application	26.07.2024			
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	26.07.2024			
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, Chipilima, TPWODL, Sambalpur.

**Appeared**

**For the Complainant-** Sukanya Satpathy

**For the Respondent -** SDO(Elect.), Hirakud, TPWODL.



**GRF Case No- BRL/494/2024**

(1) Sukanya Satpathy  
At-Kud Jampali  
Po- Chipilima,  
Dist- Sambalpur-768026  
Consumer No.- 4118-3106-0022

**COMPLAINANT**

**VRS**

(1) SDO(Elect.), Hirakud, TPWODL

**OPPOSITE PARTY**

### **GIST OF THE CASE**

The Complainant has filed the petition in the name of Sukanya Satpathy bearing Consumer No **4118-3106-0022** under SED, TPWODL, Sambalpur stated about non-release of NSC but not submitted any relevant documents and declared that applied on 30.04.2022

Hence, the Complainant prayed before the Forum to consider the case for release of NSC.

### **SUBMISSION OF OPPOSITE PARTY**

The Opposite Party has not submitted anything in this case.

### **OBSERVATION**

The case is pursued with all documents available in records (FG data base and Samadhan App) and merit of the case. On examining the case in details, the Forum observed that the complainant is a LT-domestic consumer with CD of 2kwh and date of p/s 01.01.1990 as seen from the FG data base/ Samadhan App. The opposite party has done the bill revision for delay meter updating and withdrawn an amount of Rs 24,010.58/- for consumer no.-4118-3106-0022. Further, it is also seen that due to theft of energy provisional as well as financial assessment has also been done for Rs 77,438/- w.r.t inspection on 22.04.2022. The opposite party kept pending the NSC on the ground that the complainant is not showing any interest there are some dues as well as payment of penalty which is stated as correct with reference to regulation. For penalty settlement the complainant may approached to opposite party who will help for settlement for penalty issues subject to approval of competent committee. Bill revision has already been done but the complainant may approach to the opposite party for further consideration of bill revision if applicable as per law otherwise not.

Hence, the Forum is in the opinion that as the opposite party is supposed to release the NSC w.r.t Reg.17(i) of OERC Distribution (Conditions of Supply) Code,2019 i.e clearance of the arrear on consumer no.-4118-3106-0022 with further revision of billing if applicable as per law or otherwise not as well as for the clearance of penalty. The complainant is liable to clear the dues on consumer no.-4118-3106-0022 as well as penalty to avail NSC.


### **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 release the NSC w.r.t Reg.17(i) of OERC Distribution (Conditions of Supply) Code,2019 i.e clearance of the arrear on consumer no.-4118-3106-0022 with further revision of billing if applicable as per law or otherwise not as well as for the clearance of penalty.*

2. The complainant is directed to clear the dues on consumer no.-4118-3106-0022 as well as penalty to avail NSC.
3. 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.
4. 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.
5. 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.
6. 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.
7. 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.
8. **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. Satpathy)

President  
President

Grievance Redressal Forum  
TPWODL, Burla - 768017

- Copy to: -** (1) Sukanya Satpathy, At-Kud Jampali, Po- Chipilima, Dist- Sambalpur-768026  
(2) Sub-Divisional Officer (Elect.), HiraKud, TPWODL, Sambalpur 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](http://www.orierc.org) under the "head "Cases->"GRF".