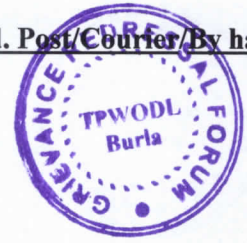


**Grievance Redressal Forum
TPWODL, BURLA**

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/JED/ (Final Order)/ 1884 (4)

Date: 30/08/24

Present: Sri A.K.Satpathy, President.
Sri A.P.Sahu Member(Finance).

1	Case No.	BRL/496/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Kunjabihari Pruseth At/Po-Ramjpara,Kuchinda Dist- Sambalpur.		4132-1112-0580	
3	Respondent/s	SDO(Elect.),Kuchinda,TPWODL			Division J.E.D, TPWODL, Jharsuguda
4	Date of Application	30.07.2024			
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	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, Sambalpur.



Appeared

For the Complainant- Kunjabihari Pruseth

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

GRF Case No- BRL/496/2024

(1) Kunjabihari Pruseth
At/Po-Ramjpara, Kuchinda
Dist- Sambalpur
Consumer No.- 4132-1112-0580

COMPLAINANT

VRS

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

OPPOSITE PARTY

GIST OF THE CASE

The Complainant has filed the petition in the name of Kunjabihari Pruseth bearing Consumer No 4132-1112-0580 under JED, TPWODL, Jharsuguda stated about withdrawal of bill from Apr'2018 to May'2024 due to non-staying at their residence but EC bill was raised on that period.

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

SUBMISSION OF OPPOSITE PARTY

The Opposite Party has not submitted any relevant documents in this case although directed to SDO, Kuchinda during hearing on 13.08.2024 giving 15 days time to do so.

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 having CD 2.5kw with initial date of p/s 06.03.2010 as seen from the FG data base/ Samadhan App. The complainant has raised objection on billing dispute – the complainant was not staying in Kuchinda house since Apr'2018 to May'2024 and the p/s was reconnected through a new smart meter. During the date of hearing, although the complainant was absent but the opposite party over telephone discussed with the complainant where on the proposal of opposite party the complainant has agreed. After heard both parties, it was decided to conduct an enquiry on the related issue in presence of the complainant to settle the billing dispute.

Hence, the Forum is in the opinion that the Opposite party is supposed to conduct an enquiry through committee headed by EE, JED, JSG consisting of other members as DFM(Com), SDO, Kuchinda, concerned ESO, AOC/AOT, L/M who will submit their report and accordingly the opposite party will revise the bill basing on the enquiry report with reference to law.

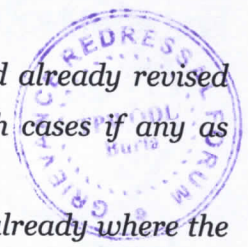
ORDER

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 an enquiry through committee headed by EE, JED, JSG consisting of other members as DFM(Com), SDO, Kuchinda, concerned ESO, AOC/AOT, L/M who will submit their report and accordingly the bill revision will be taken care basing on the enquiry report with reference to law.*


President

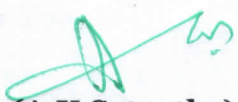
Grievance Redressal Forum
TPWODL, Burla - 768017



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.


(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) Kunjabihari Pruseth, At/Po-Ramjpara, Kuchinda, Dist- Sambalpur.
 - (2) Sub-Divisional Officer (Elect.), Kuchinda, TPWODL with the direction to serve one copy of the order to the Complainant/Consumer.
 - (3) Executive Engineer (Elect.), JED, TPWODL, Jharsuguda.
 - (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".