



**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)/ 1886 (4)

Date: 30/08/24

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

1	Case No.	BRL/499/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Late Abhimanyu Buda C/o-Hemanta Buda At-Kulaigarh,Kuchinda Dist- Sambalpur.		4132-1107-0113	
3	Respondent/s	SDO(Elect.),Kuchinda,TPWODL			Division J.E.D, TPWODL, Jharsuguda
4	Date of Application	05.08.2024			
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- Late Abhimanyu Buda
Represented by Hemanta Buda

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

GRF Case No- BRL/499/2024

(1) Late Abhimanyu Buda
C/O- Hemanta Buda
At-Kulaigarh, Kuchinda
Dist- Sambalpur
Consumer No.- 4132-1107-0113

COMPLAINANT

VRS

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

OPPOSITE PARTY

GIST OF THE CASE

The Complainant has filed the petition in the name of Late Abhimanyu Buda represented by Hemanta Buda bearing Consumer No **4132-1107-0113** under JED, TPWODL, Jharsuguda stated about issue of electricity energy bill-they were not live in that house from Nov'2009 to Mar'2017 and the p/s was also disconnected during the above 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.

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 1kw with initial date of p/s 01.01.1990 as seen from the FG data base/ Samadhan App. The complainant has raised objection on issue of electricity energy bill-they were not live in that house from Nov'2009 to Mar'2017 and the p/s was also disconnected during the above period and request to waive of the bill. However, to ascertain and confirm the claim of the complainant towards non-staying in the said house, whose bills were in average basis, the SDO should conduct a thorough enquiry on the issue by framing a sub-divisional committee and as per outcome of the report of the committee bill to be revised accordingly as per applicability 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 a thorough enquiry on the issue by framing a sub-divisional committee and as per outcome of the report of the committee bill to be revised accordingly as per applicability with reference to 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.

(A.P. Sahu)

Member (Finance)

Grievance Redressal Forum
TPWODL, Burla - 768017

(A.K. Satpathy)

President
President

Grievance Redressal Forum
TPWODL, Burla - 768017

- Copy to:** - (1) Hemanta Buda, At-Kulaigarh, 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:Bhoingar, 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".