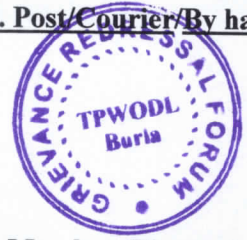


Grievance Redressal Forum

TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Sambalpur, Pin- 768017Email: 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/BNED/ (Final Order)/ 1909 (4)

Date: 31/08/24

Present:Sri A.K. Satapathy, President
Sri B.Mahapatra (Co-opted Member)
Sri A.P.Sahu Member(Finance)

1	Case No.	BRL/516/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Aswini Rout C/O-Anil Rout At-Kirarma Bandhbahal Dist-Jharsuguda-768211	4172-1501-2128	8260205097	
3	Respondent/s	S.D.O (E),Belpahar	Division B.N.E.D, TPWODL, Brajrajnagar		
4	Date of Application	22.08.2024			
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	22.08.2024			
9	Date of Order	31/08/24			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			



Place of Camp: ESO Office, Bandbahal, TPWODL

Appeared

For the Complainant- Aswini Rout
Represented by Anil Rout

For the Respondent - SDO(Electrical), Belpahar, TPWODL.

GRF Case No- BRL/516/2024

Aswini Rout
C/O- Anil Rout
At-Kirarma
Bandhbahal
Dist-Jharsuguda
Con No-4172-1501-2128

VRS

SDO(Electrical), Belpahar, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Anil Rout on behalf of Aswini Rout has appeared in the hearing on Dt. 22.08.2024 at the camp held at ESO Office, Bandbahal and submitted a written complaint wherein the complainant has stated that "he has deposited Rs.40000.00 on Dt.13.08.2024 & has request to served regular bill onwards."

SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted billing abstract from May 2003 to Aug 2021 & a PVR carried out on Dt.27.08.2024 has been 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 of 2KW with date of initial power supply on Dt.25.02.1999 with billing status-bill stopped as seen from FG/Samadhan App. The complainant has paid Rs.40000.00 on 13.08.2024 with the prayer to served the regular bill. During course of verification of ledger, it is seen that there was LD since Feb 2017 to Aug 2021 and no billing since Sept 2021 to till date where it is found Rs.57129.00 is showing as outstanding towards due of opposite party. Further, this Forum has gone through the ledger and found that the outstanding amount is Rs.17129.00 after consideration of the payment of Rs.40000.00 on 13.08.2024. There was zero billing has seen from Sept 2014 to May 2015. As observed FC has not been charged from Feb 2017 to Aug 2021, Sept 2021 to till date & the FC not charged during Sept 2014 to May 2015 also. The opposite party was discussed about the matter during hearing and they could not able to confirm about security deposit adjustment, about declaration of PLD as well as termination of agreement in absence of all these documents the complainant (consumer) to be treated as deemed to continued for billing purpose and accordingly power supply to be consider for reconnection by opposite party through installation of new meter in the premises of the consumer & during hearing the consumer has agreed to pay the balance outstanding amount to cleat the dues except the fixed to be levied as not levied earlier which was not in the knowledge of the complainant should be paid treating it as an outstanding due of TPWODL.

Hence it is the opinion of the Forum that the both parties are supposed to look into the matter in the following manner to resolve the grievance of the complainant

- A. Treat the consumer as deemed to be continued and leave the fixed cost for the period from Feb 2017 to Aug 2021 & Sept 2021 to till date as well as Sept 2014 to May 2015.
- B. Asked the consumer to deposited the ASD amount as applicable at present.
- C. The consumer may be followed to clear the bill as committed during hearing to do so.
- D. Revise the bill as per applicability w.r.t regulation 155.
- E. Reconnect the power supply immediately without further delayed to avoid displeasure by complainant by installing a new meter in the premises of the consumer.
- F. The complainant is supposed to pay the dues to clear the outstanding pending revision which to be taken care by opposite party after six months of meter installation and if found any benefit of revision to be credited to the consumer number accordingly by opposite party.

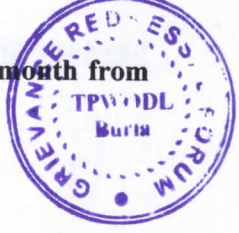


ORDER

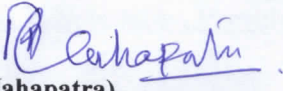
After careful consideration of hearing and data submitted by both parties the Forum is pleased to pass the Order as follows.

1. The both Parties are directed to act as per following guidelines:-
 - A. Treat the consumer as deemed to be continued and leave the fixed cost for the period from Feb 2017 to Aug 2021 & Sept 2021 to till date as well as Sept 2014 to May 2015.
 - B. Asked the consumer to deposited the ASD amount as applicable at present.
 - C. The consumer may be followed to clear the bill as committed during hearing to do so.
 - D. Revise the bill as per applicability w.r.t regulation 155.
 - E. Reconnect the power supply immediately without further delayed to avoid displeasure by complainant by installing a new meter in the premises of the consumer.
 - F. The complainant is supposed to pay the dues to clear the outstanding pending revision which to be taken care by opposite party after six months of meter installation and if found any benefit of revision to be credited to the consumer number accordingly by opposite party.
2. The Opposite party is directed not to consider the bill revision for the period revised earlier and adjust the revision as per law/for the period of penalty/in both cases, if any, as applicable as it has 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 benefits of OTS scheme and rebate thereof, if any, as applicable as it has 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 into 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, serve 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 at, 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 seven 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)


(A.P. Sahu)
Member (Finance)
Member


A.K. Satapathy
(President)
President

Copy to: -

1. Aswini Rout, C/O- Anil Rout, At-Kirarma, Bandhbahal, Dist-Jharsuguda
2. Sub-Divisional Officer (Elect.) Belpahar, TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer
3. Executive Engineer (Elect.), BNED, TPWODL, Brajarajnagar
4. The Chief Legal-cum-Nodal Officer, TPWODL, Burla for information.

Grievance Redressal Forum
TPWODL, Burla - 768017

Grievance Redressal Forum
TPWODL, Burla - 768017

"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".)