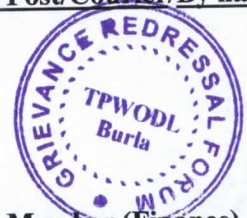


**Grievance Redressal Forum
TPWODL, BURLA**

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/SEED/ (Final Order)/ 1499(4)

Date: 27/02/24

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

1	Case No.	BRL/123/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sri Gobinda Sahu At-Banmal, Po-Kulundi, Dist-Sambalpur	4162-3407-0841	7008694802	
3	Respondent/s	S.D.O(Electrical), Dhanupali, TPWODL	Division S.E.E.D, TPWODL, Sambalpur		
4	Date of Application	16.01.2024			
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	16.01.2024			
9	Date of Order	27/02/24			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: SDO Office, Ainthapali, TPWODL, Sambalpur.



Appeared

For the Complainant- Sri Gobinda Sahu

Represented by Sri Bhujan Sahu

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

GRF Case No- BRL/123/2024

(1) Sri Gobinda Sahu

At-Banmal,

Po-Kulundi,

Dist-Sambalpur.

Consumer No.- 4162-3407-0841

COMPLAINANT

VRS

(1) SDO(Elect.) Dhanupali, TPWODL, Sambalpur

OPPOSITE PARTY

GIST OF THE CASE

The Complainant has filed the petition in the name of Sri Gobinda Sahu bearing Consumer No **4162-3407-0841** represented by Sri Bhujan Sahu under SEED, TPWODL, Sambalpur stated about correction of name in his electricity bill.


Hence, the Complainant prayed before the Forum to consider his case.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party has submitted the w/s vide letter. no.38 dtd. 05.02.2024 issued by SDO, Dhanupali and not submitted any relevant documents 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-domestic consumer having CD 0.11kw with date of initial power supply 01.01.2012 as seen from FG/Samadhan App. Sri Bhujan Sahu had come to Office of SDO, Ainthapali to attend the GRF camp on 16.01.2024 and after discussion with opposite party over phone, the case has registered treating it as a special case for giving relief settling the grievance. Sri Bhujan Sahu has submitted the aadhar card as well as ROR stands in his name bearing khata no.216/249 of plot no. 338 having area 0.680acre. Seen the w/s of SDO, Dhanupali where stated that the initial p/s date was 01.01.2012 under RGGVY scheme. The complainant is a resident of Banmal village under section Padhiabahal where found the complainant is paying the bill in name of Sri Gobinda Sahu and never complained about entry of wrong name in billing. Further, in w/s it is stated that Sri Bhujan Sahu has expressed that Sri Gobinda Sahu is not a member of his family and also known to him. Both the names completely different to each other. The SDO, Dhanupali asked to Sri Bhujan Sahu for NOC proof of ownership in case of alive or death certificate along with legal heir certificate to consider the for transfer of ownership. In such circumstances, Tahasildar is competent authority to demark the land with declaration of possession/ownership. It is the first instance to obtained the records where the p/s at present is in effective along with khata no. and plot no. thereon and thereafter the case may be taken up by opposite party.


President
Grievance Redressal Forum
TPWODL, Burla - 768017

Hence it is the opinion of the Forum that after clearance of the dues stands in the consumer no. **4162-3407-0841** with reference to regulation 17(i), change of name to be considered after producing the documents as per law mostly certificate of Revenue Officer not less than Tahasildar for demarcation of the plot with khata no. as well as in regards to possession as well as ownership with identification thereon. The complainant is supposed to submit the relevant documents to avail the opportunities of name change in SDO,Dhanupali office and after due verification thereon the opposite party will take steps for the same.

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 accept the dues for clearance stands in the consumer no. 4162-3407-0841 with reference to regulation 17(i), change of name to be considered after producing the documents as per law mostly certificate of Revenue Officer not less than Tahasildar for demarcation of the plot with khata no. as well as in regards to possession as well as ownership with identification thereon.*
- 2. The Complainant is directed to submit the relevant documents to avail the opportunities of name change in SDO,Dhanupali office and after due verification thereon the opposite party will take steps for the same.*
- 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.



(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) Sri Gobinda Sahu C/o-Sri Bhujan Sahu, At-Banmal, Po-Kulundi, Dist-Sambalpur.
(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.orierc.org under the "head "Cases->"GRF".

