

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.Satapathy, President B.Mahapatra (Co-opted Member) and S.Tripathy, Member (Finance)



Ref: GRF/Burla/Div/DED/ (Final Order)/ 272(4)

Date: 30-6-2025

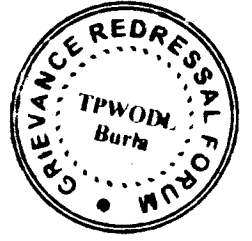
Present:Sri A.K. Satapathy, President
Sri B.Mahapatra (Co-opted Member)
Sri S.Tripathy Member(Finance)

1	Case No.	BRL/192/2025																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Ramesh Chandra Pradhan F/O- Nihar Ranjan Pradhan At-Bhukabeda, Po-Tainsir, Dist-Deogarh-768119		4141-1511-0048	8280063831																																
3	Respondent/s	SDO (Elect), Deogarh			Division D.E.D, TPWODL, Deogarh																																
4	Date of Application	16.04.2025																																			
5	In the matter of-	<table border="1"> <tr> <td>1. Agreement/Termination</td> <td>X</td> <td>2. Billing Disputes</td> <td>✓</td> </tr> <tr> <td>3. Classification/Reclassification of Consumers</td> <td>X</td> <td>4. Contract Demand / Connected Load</td> <td>X</td> </tr> <tr> <td>5. Disconnection / Reconnection of Supply</td> <td>X</td> <td>6. Installation of Equipment & apparatus of Consumer</td> <td>X</td> </tr> <tr> <td>7. Interruptions</td> <td>X</td> <td>8. Metering</td> <td>X</td> </tr> <tr> <td>9. New Connection</td> <td>X</td> <td>10. Quality of Supply & GSOP</td> <td>X</td> </tr> <tr> <td>11. Security Deposit / Interest</td> <td>X</td> <td>12. Shifting of Service Connection & equipments</td> <td>X</td> </tr> <tr> <td>13. Transfer of Consumer Ownership</td> <td>X</td> <td>14. Voltage Fluctuations</td> <td>X</td> </tr> <tr> <td colspan="4">15. Others (Specify) -X</td> </tr> </table>				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			
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6	Section(s) of Electricity Act, 2003 involved																																				
7	OERC Regulation(s) with Clauses	<table border="1"> <tr> <td>1. OERC Distribution (Conditions of Supply) Code,2019</td> <td>✓</td> </tr> <tr> <td>2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004</td> <td></td> </tr> <tr> <td>3. OERC Conduct of Business) Regulations,2004</td> <td></td> </tr> <tr> <td>4. Odisha Grid Code (OGC) Regulation,2006</td> <td></td> </tr> <tr> <td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004</td> <td></td> </tr> <tr> <td>6. Others</td> <td></td> </tr> </table>				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																					
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8	Date(s) of Hearing	16.04.2025																																			
9	Date of Order	30-6-2025																																			
10	Order in favour of	Complainant	✓	Respondent	Others																																
11	Details of Compensation awarded, if any.	NIL																																			

Place of Camp: SDO Office, Deogarh

Appeared

For the Complainant- Ramesh Chandra Pradhan
Represented by Nihar Ranjan Pradhan



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

GRF Case No- BRL/192/2025

Ramesh Chandra Pradhan
F/O-Nihar Ranjan Pradhan
At-Bhukabeda, Po-Tainsir,
Dist-Deogarh
Consumer No-4141-1511-0048

COMPLAINANT

VRS

SDO(Electrical), Deogarh, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Sri Nihar Ranjan Pradhan, S/O Ramesh Chandra Pradhan appeared in the hearing on Dt. 16.04.2025 at the camp held at SDO Office, Deogarh. The Complainant filed the petition disputed about non availing of OTSS rebate benefit in spite of clearing the arrear dues as demanded of Rs.38792/- and disputed about reversal/addition of rebate amount that was deducted from his account previously. The complainant submitted a copy of OTSS registration form dated 31.07.2023 to substantiate his petition filed. Hence, the Complainant prayed before the Forum to direct the Opposite Party to revise the above bills and allow him to avail the OTSS rebate eligible as per the scheme to resolve the billing disputes accordingly.

SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted billing abstract from Feb-2001 to Feb-2025, a Physical Verification Report carried out on 17.04.25 & written statement in this case. In reply to the case the opposite party submitted the following facts.

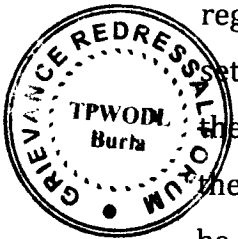
1. There is abnormal high 7495 unit billed during billing month of Jul Aug-2001 & Rs.23888.75 charged to consumer account.
2. The bill served to consumer on actual basis up to Sept-2011 with meter no 129309.
3. The Meter No "398266" was installed on 18.11.2011 with IMR=0 and then onwards the electricity bill served to consumer on actual basis.
4. In the course of admission hearing on Dt.15.04.2025 the complainant put forth, his side by saying that, "Deposited the OTS installment amount of Rs.38792/- and availed OTS rebate amount of Rs.19643.56 but same reversed & debited in the billing month of Oct-2023".
5. The consumer registered for OTSS-2022 on 31.07.2023 and deposited the OTS installment receipt amount of Rs.38792/- on Dt.07.08-2023 & also OTS rebate amount of Rs.19463.56/- deducted from bill on Dt.07.08.2023.

6. On Dt.27.10.2023 the OTS rebated amount of Rs.19463.56/- reversed and debited to consumer account due to "OTS payment accepted after closing of OTS scheme".

OBSERVATION

The case is pursued with all documents available on record and merit of the case. The complainant is an existing consumer of electricity under the operational area of TPWODL bearing consumer No 4141-1511-0048, having CD-2KW under LT-Domestic category, coming under ESO-Tileibani & initial power supply effected on 01.01.1990. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

1. That, on examining the case in detail, the Forum observed from the records that the complainant had registered for the OTS scheme-2023 on 31.07.2023 duly signed and agreed to the terms of the scheme, indicating the eligible amounts of Rs65,305.63/-(dues as on 31.12.2020), with payable amount of Rs.38792/- having due date on 07.08.2023 and rebate amount of Rs.19643.56/-.
2. That, the complainant deposited Rs.38792.00/- on 07.08.2023, reflected in the ledger towards OTS installment and Rs.19643.56/- was credited back to the complainant's account also on 07.08.2023. It was observed from the ledger abstract that Rs. 19643.56/- was reversed and subsequently added(debited) to the complainant's account on 27.10.2023.
3. That, the OTS Scheme-2023 was extended till 31.07.2023 and the disputes were to be resolved by 15.09.2023, as per Hon'ble OERC letter No-726/ dtd.23.05.2023, in case No.33/2023.
4. That, the Opposite Party was further asked to submit their views/reply on the case, regarding the reason for reversal of rebate amount of Rs. 19643.56/- and the eligibility set for availing such rebate. In reply to the case the opposite Party submitted that since the due for payment as mentioned in the OTSS registration form was on 07.08.2023 and the same has been deposited by the complainant on the same date, the OTSS benefit is to be given accordingly.
5. That, the registration form issued on 31.07.2023 by the Opposite Party clearly mentioned about the OTS Instalment amount of Rs. 38792.00/-, due on 07.08.2023 to be paid by the complainant and to which the complainant also paid the same in full on 07.08.2023, in obedience to the OTS Scheme availed.
6. Hence, in the absence of any clarity regarding the reversal of rebate amount of Rs. 19643.56/- on 27.10.2023, the Forum on scrutinizing the records available on record, construed that the above reversal amount was wrongly effected against the consumer ledger. There was no anomaly observed on the part of the complainant in this regard and is finally eligible for the same rebate amount & the benefit of this OTSS rebate should be extended to the complainant accordingly.



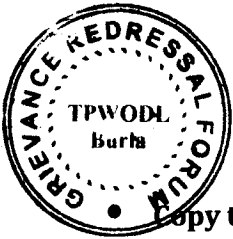
ORDER

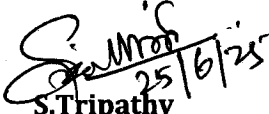
After careful consideration of hearing and documents, statements available on records, the Forum hereby passes order in consonance with Regulation of OERC Distribution (Conditions of Supply), Code, 2019

1. *The Opposite Party is directed to extend OTSS-2023 Rebate of Rs. 19643.56/-, in the shape of credit sundry adjustments in favour of the complainant's account without further delay, duly eligible for the same, based on the payment made by the complainant in full shape within the time line & as mutually agreed by the parties to the terms of OTSS registration carried out, duly adjusting the bill revision made earlier and/or the benefit arising out of the OTS Scheme, if any.*
2. *The Opposite Party is directed to serve the revised energy charges bill with revised due date within 30 days from the issue 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*
3. *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 which the complainant is liable to pay.*

Accordingly, the case is disposed of.

The Opposite Party is directed to submit the compliance report to this Forum within one month from the date of the issue of this order.




S. Tripathy
Member (Finance)
Member


A.K. Satapathy
(President)
President

Copy to: - **Grievance Redressal Forum**
TPWODL, Burla - 768017

Grievance Redressal Forum
TPWODL, Burla - 768017

1. Ramesh Chandra Pradhan, At-Bhukabeda, Po-Tainsir, Dist-Deogarh.
2. Sub-Divisional Officer (Elect.) Deogarh, TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer
3. Executive Engineer (Elect.), DED, TPWODL, Deogarh
4. The Chief Legal-cum-Nodal Officer, TPWODL, Burla for information.

"If the complainant is aggrieved by this order of the Grievance Redressal Forum, 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 Forum."

This Order can be accessed at TPWODL Website → tpwesternodisha.com → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/192/2025)