

**Grievance Redressal Forum
TPWODL, BURLA**

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Bargarh, Pin- 768017

Email: 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/DED/ (Final Order)/ 1711 (4)

Date: 30/04/24

Present:

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

1	Case No.	BRL/315/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Dharani Padil C/O-Hemananda Padil At-Budhapal Po-Budhapal Ps-Kundheigola Dist-Deogarh	4140-0103-1476	7681076991	
3	Respondent/s	E.E (E), DED, Deogarh, TPWODL & S.D.O (E),Deogarh		Division D.E.D, TPWODL, Deogarh	
4	Date of Application	22.03.2024			
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	22.03.2024			
9	Date of Order	30/04/24			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: ESO Office, Budhupal, Deogarh, TPWODL

Appeared

For the Complainant- Dharani Padil
Represented by Hemananda Padil

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



GRF Case No- BRL/315/2024

Dharani Padil
C/O-Hemananda Padil
At-Budhupal
Po-Budhupal
Ps-Kundheigola
Dist-Deogarh
Consumer No.- 4140-0103-1476

VRS

E.E (E), DED, Deogarh, TPWODL
&
SDO(Electrical),Deogarh, TPWODL

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Hemananda Padil on behalf of consumer Dharani Padil appeared on Dt. 22.03.2024 at the camp held at ESO Office, Budhupal and submitted a written complaint wherein he has stated billing dispute & request to revise/rectify the same.

SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted billing abstract from Aug-2017 to Feb-2024, a PVR carried on 20.04.2024 & also submitted a written statement in this case.

OBSERVATION

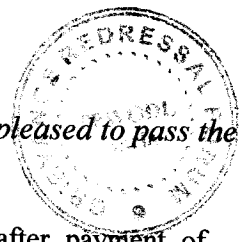
The case is pursued with all documents available in records submitted by the complainant and merit of the case. On examining the case in details, the Forum observed that the complainant is a LT-IPA consumer having CD 3KW with date of initial power supply 31.07.2017 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute with prayer to revise the bill. Meanwhile, meter SL No TPU022378 installed on 18.05.2022 with IMR '0' & MF 1 and in billing fold in Oct-2022. Power supply has been provided to the complainant without meter violating regulation since date of power supply to April-2022. Although the new meter was installed on 18.05.2022 but the billings were not served in accordance to meter reading up to Dec 2022 and in Jan 2024 the meter reading was 52 units (KWh). The power supply found LD from Feb-2024 to March-2024. The complainant has raised objection for billing during LD period- the LD period since 06.03.2019 and the period of RC has not been mentioned. But it is seen that the new meter has been installed on 18.05.2022 might be after RC the power supply. However, the opposite party has declared that the disconnection was effected since Feb-2024. The declaration of both parties is contradictory to each other. To ascertain the real fact a committee may be formed who will enquire the matter in presence of the complainant & to submit the report for taking discussion as deemed fit.

Hence it is the opinion of the Forum that the opposite party is required to reconnect the power supply to the consumer after payment of Rs.5000.00 immediately without taking RC fess as till date no proper bill has been provided as per regulation & disconnect the power supply to be treated as unlawful & also directed to form a committee to enquire about the LD periods headed by E.E, DED, Deogarh consisting of Concern SDO & ESO, AOT, AOC, lineman who will submit the report after due enquiry in presence of the complainant & action

deemed fit to be taken care basing on the enquiry report as per law for bill revision or otherwise to be revise the bill basing on the consumption of six consecutive month with its daily/monthly actual average consumption after reconnection thereon.


ORDER

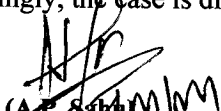
After careful consideration of hearing and data submitted by both parties the Forum is pleased to pass the Order as follows.




1. The Opposite Party is directed to reconnect the power supply to the consumer after payment of Rs.5000.00 immediately without taking RC fess as till date no proper bill has been provided as per regulation & disconnect the power supply to be treated as unlawful & also directed to form a committee to enquire about the LD periods headed by E.E, DED, Deogarh consisting of Concern SDO & ESO, AOT, AOC, lineman who will submit the report after due enquiry in presence of the complainant & action deemed fit to be taken care basing on the enquiry report as per law for bill revision or otherwise to be revise the bill basing on the consumption of six consecutive month with its daily/monthly actual average consumption after reconnection thereon.
2. The Opposite party is directed not to consider the bill revision for the period already revised earlier/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 seven months from the date of issue of this order as the case may be.**

Accordingly, the case is disposed of.


B. Mahapatra
Co-opted Member
Grievance Redressal Forum
TPWODL Burla, Deogarh, Odisha


(A.P. Saha)
Member (Finance)
Grievance Redressal Forum
TPWODL Burla, Deogarh, Odisha


A.K. Satapathy
(President)
Grievance Redressal Forum
TPWODL Burla, Deogarh, Odisha

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 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.orierc.org under the "head "Cases-> "GRF".)