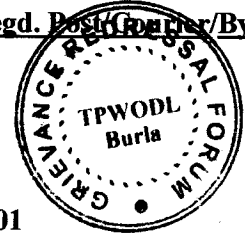


Grievance Redressal Forum

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.Satpathy, President and A.P.Sahu, Member (Finance)



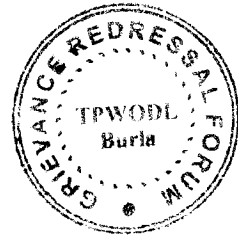
Ref: GRF/Burla/Div/SEED/ (Final Order)/ 1680 (4)

Date: 27/04/24

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

1	Case No.	BRL/324/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		President Pani Panchayat C/o-Haladhar Kalo At/Po- Pithampur, Sason, Dist- Sambalpur.		4160-0106-0286	977719377
3	Respondent/s	SDO(Electrical) Rengali,TPWODL,Sambalpur & EE(Elect.),SEED,TPWODL,Sambalpur		Division S.E.E.D, TPWODL, Sambalpur	
4	Date of Application	09.04.2024			
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	√	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	09.04.2024			
9	Date of Order	27/04/24			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

of Camp: ESO Office, ^{Sason} ~~Rengali~~, TPWODL, Sambalpur.



appeared

For the Complainant- President Pani Panchayat
Represented by Premananda Suna
For the Respondent - EE(Elect.) SEED, TPWODL, Sambalpur.

GRF Case No- BRL/324/2024

(1) President Pani Panchayat
At/Po- Pithampur, Sason,
Dist- Sambalpur.
Consumer No.- 4160-0106-0286

COMPLAINANT

VRS

(1) EE(Elect.) SEED, TPWODL, Sambalpur.

OPPOSITE PARTY

GIST OF THE CASE

The Complainant has filed the petition in the name of President Pani Panchayat bearing Consumer No **4160-0106-0286** represented by Sri Premananda Suna under SEED, TPWODL, Sambalpur stated about billing dispute.

Hence, the Complainant prayed before the Forum to consider his case for revision/rectification.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party has submitted PVR dtd.09.04.2024 and not submitted w/s in this case.

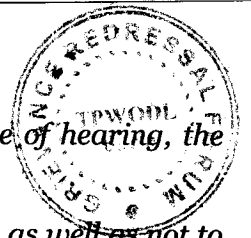
OBSERVATION

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-IPA consumer having CD 9.50kw with initial date of p/s 25.06.2016 as seen from the FG data base. The complainant has raised objection on billing dispute as well as approached to allow instalment to clear the dues and prayed for non-disconnection of p/s due to standing crop at present in the cultivated land. Meanwhile, the meter sl. no."10029689" was installed on 18.02.2023 with IMR "o" and MF "1" with old kwh reading of "165713" and kvah reading of "185532" (old meter no. WES46334 is in billing since the date of p/s to date of replacement of new meter). Actual bill has already been served upto Oct'2020 with kwh reading of "16623". The consumption units for the period from 25.06.2016 to 15.05.2023 was "161202"(165713-16623+consumption of new meter 12111.93) and accordingly the opposite party has already been served the bill during the billing month Apr'2023.

Hence, the Forum is in the opinion that there is no scope of bill revision. However, as approached by the complainant maximum instalments to be allow by opposite party to clear the dues as well as not to disconnect the p/s for safe guard of the standing crops in existence in their cultivated land. The complainant is also liable to clear the dues through instalments to be fixed by opposite party.

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 allow maximum instalments to clear the dues as well as not to disconnect the p/s for safe guard of the standing crops in existence in their cultivated land.
2. The Complainant is directed to clear the dues through instalments to be fixed by opposite party.
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.


(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)** President Pani Panchayat, C/o-Haladhar Kalo, At/Po- Pithampur, Sason, Dist- Sambalpur.
- (2)** Sub-Divisional Officer (Elect.) Rengali, 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".