

**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

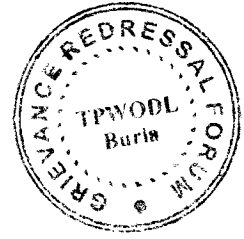
Bench: A.K.Satpathy, President B.Mahapatra (Co-opted Member) and A.P.Sahu, Member (Finance)

Ref: GRF/Burla/Div/SEED/ (Final Order)/ 1754 (4)

Date: 31/05/24

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

1	Case No.	BRL/375/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Bidyadhar Panda At- H.L.O colony, Po/Dist- Sambalpur-768001.	4161-3104-0279	9853173363/ 6379636309	
3	Respondent/s	SDO(Electrical),Bhutapada, TPWODL		Division S.E.E.D, TPWODL, Sambalpur	
4	Date of Application	09.05.2024			
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	09.05.2024			
9	Date of Order	31/05/24			
10	Order in favour of	Complainant	Respondent	Others	
11	Details of Compensation awarded, if any.	NIL			



appeared

For the Complainant- Bidyadhar Panda

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

GRF Case No- BRL/375/2024

(1) Bidyadhar Panda
At- H.L.O colony,
Po/Dist- Sambalpur-768001
Consumer No.- 4161-3104-0279

COMPLAINANT

VRS

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

OPPOSITE PARTY

GIST OF THE CASE

The Complainant has filed the petition in the name of Bidyadhar Panda bearing Consumer No 4161-3104-0279 under SEED, TPWODL, Sambalpur stated about billing dispute- debit of Rs.141782.00. The complainant has submitted the copy of house rent executed with SP, Sambalpur on 16.11.2019, copy of letter of SP to SDO, Bhutapada for change of name , copy of letters address to SP, Sambalpur & SDO, Bhutapada for name change, & money receipt of payments etc

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

SUBMISSION OF OPPOSITE PARTY

The Opposite Party has not submitted any relevant documents except ledger copy 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 2KW with date of initial power supply 07.12.2020 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute with prayer to revise the bill. The above house was let out to SP Sambalpur for a period of three years was commenced from 16.11.2019 and the extension office 12BN CRPF was functioned where it is seen that the tenant was liable to pay electricity & water charges as came to notice of this Forum during scrutiny of the records like house rent agreement executed on 16.11.2019 as well as from the letter of SP, Sambalpur issued in favour of SDO, Bhutapada, SEED, TPWODL vide L No 443/Bg Dt.22.02.2023. The complainant has stated that the name change has already been done on 14.08.2023 & the bill was cleared up to 31.03.2023 was correct as seen from the FG data base. The outstanding was of Rs. -20108.98 in the billing month March 2023 (on 08.04.2023). The Govt of Odisha has released the fund to clear the outstanding dues of electricity during the validity period of OTSS & accordingly an amount of Rs.153727.00 was credited in ledger of the consumer on 04.04.2023 for electricity dues of (Rs.11945.00-OTS instalment, Rs.141782.00- bill payment) & also allowed OTS rebate of Rs.8510.26 where it is found that the bill outstanding was with negative amount. However, on 29.02.2024 & 01.03.2024 the OTS rebate so allowed earlier as well as the amount credited towards electricity dues were reversed and debited to the consumer of Rs. 8510.26 & 153727.00 respectively. This Forum has asked to the opposite party to explain about the debit but in reply they have submit that back office has already been done the job and after repeated request not consider the case for its credit is a matter of regret. The back office might have been done the job without consulting field units to be treated as monopoly in nature is not at all acceptable in any circumstance due to which the consumer is facing a

problems being a senior citizen with age about 75 years. As earlier the house was let out to SP, Sambalpur a Government Deptt. hence, at that time the consumer was Govt. Consumer & on such capacity Govt/SP has release the fund during OTSS was in force with the intention to availed the OTSS rebate & accordingly both the payment & OTSS rebate were credited for which money receipts were issued on 31.03.2023 for Rs. 141782.00 & 11945.00 vide MR No 85723404023TP030002 for the above consumer named as Extension office 12BN CRPE & later debited due to which the outstanding gone up to 138170.07 as on 01.03.2024 which was unfair.

The name change has been done on 14.08.2023 as Bidyadhar Panda is a non-Govt consumer and accordingly the authorities of TPWODL was debited the Govt payments which is not a fair practice as earlier it was Govt consumer due to let out to SP, Sambalpur by virtue of agreement thereon.

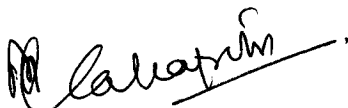
Hence it is the opinion of the Forum that the opposite party is liable to credit both OTSS rebate of Rs.8510.26 as well as the payments of Rs.153727.00 to the above consumer with immediate effect to avoid further litigation on this issue. Further, it is warning to opposite party/back office not to repeat such practice henceforth due to which unnecessary harassment to consumer can be avoided.

ORDER

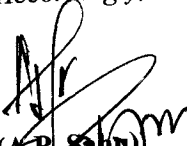
Considering the documents and statements submitted by both the parties at the time of hearing, the Forum hereby passes orders that:

1. The Opposite Party is directed to credit both OTSS rebate of Rs.8510.26 as well as the payments of Rs.153727.00 to the above consumer with immediate effect to avoid further litigation on this issue. Further, it is warning to opposite party/back office not to repeat such practice henceforth due to which unnecessary harassment to consumer can be avoided.
2. Opposite party is directed to submit the compliance report to this Forum within 15 days 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. Satpathy)
Member (Finance)
Member

Grievance Redressal Forum
TPWODL, Burla - 768017


(A.K. Satpathy)
President
President
Grievance Redressal Forum
TPWODL, Burla - 768017

- Copy to: - (1) Bidyadhar Panda, At- H.L.O colony, Po/Dist- Sambalpur-768001.
(2) Sub-Divisional Officer (Elect.), Bhutapada, 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. GR-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".