

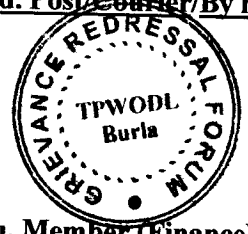
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Grievance Redressal Forum
TPWODL, BURLA

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)/ 1759 (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/380/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Bunde Bhoi At/Po- Gulamal,Hamlet, Block-Rengali, Dist- Sambalpur.		4163-3511-0697	7848099341
3	Respondent/s	SDO(Electrical),Rengali, TPWODL		Division S.E.E.D, TPWODL, Sambalpur	
4	Date of Application	10.05.2024			
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	10.05.2024			
9	Date of Order	31/05/24			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

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



Appeared

For the Complainant- Bunde Bhoi

Represented by Dipanti Bhoi

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

GRF Case No- BRL/380/2024

(1) Bunde Bhoi

At/Po- Gulamal, Hamlet,

Block-Rengali

Dist- Sambalpur

Consumer No.- 4163-3511-0697

COMPLAINANT

VRS

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

OPPOSITE PARTY

GIST OF THE CASE

The Complainant has filed the petition in the name of Bunde Bhoi bearing Consumer No 4163-3511-0697 represented by Dipanti Bhoi under SEED, TPWODL, Sambalpur stated about billing dispute where stated that the house was caught fire in the year 1997 and the bills were served with out power supply to the premises.

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 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 1KW with date of initial power supply 01.01.990 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute & about the house was caught fire in the year 1997 and the bills were served without power supply to the premises. It is difficult in the part of the Forum to pass any order without documentary evidence of both parties in this case. However, to settle the issue a special enquiry to be conducted by a committee headed by E.E, SEED, Sambalpur consisting of SDO, Rengali, ESO, AOT/AOC lineman etc to ascertain the disconnection period in presence of the complainant & as per outcome of the report of the committee bill revision to be taken care by waive out the billings were so made during disconnection period if ascertain the disconnection period or otherwise not to revise in such a manner but as per law.

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 conduct the enquiry by a committee headed by E.E, SEED, Sambalpur consisting of SDO, Rengali, ESO, AOT/AOC lineman etc to ascertain the disconnection period in presence of the complainant & as per outcome of the report of the committee bill revision to be taken care by waive out the billings were so made during disconnection period if ascertain the disconnection period or otherwise not to revise in such a manner but as per law.*
- 2. 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.*

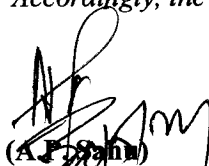
3. The Opposite party is directed not to consider the bill revision for the period already where the complainant has availed the OTS scheme and rebate thereon if any as applicable as not submitted any information for the same.
4. The Opposite Party is directed to serve the revised energy charges bill 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 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
Grievance Redressal Forum

TPWODL, Burla - 768017


(A.P. Singh)

Member (Finance)
Grievance Redressal Forum

TPWODL, Burla - 768017


(A.K. Satpathy)

President
Grievance Redressal Forum

TPWODL, Burla - 768017

- Copy to:
- (1) Dipanti Bhoi, C/o-Bunde Bhoi, At/Po- Gulamal, Hamlet, Block-Rengali, 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.orerc.org under the "head "Cases->"GRF".