

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/SED/ (Final Order)/ 1777 (4)

Date: 31/05/24

Present:

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

1	Case No.	BRL/406/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Alli Bishi W/O-Pradeep Ku Bishi At-Gopalpali Po-Remed Ps-Bareipali Dist-Sambalpur	4117-2310-0031	9938415290	
3	Respondent/s	S.D.O (E),Ainthapali	Division S.E.D, TPWODL, Sambalpur		
4	Date of Application	02.05.2024			
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	29.05.2024			
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- Alli Bishi

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



GRF Case No- BRL/406/2024

Alli Bishi
W/O-Pradeep Ku Bishi
At-Gopalpali
Po-Remed
Ps-Bareipali
Dist-Sambalpur
Con No-4117-2310-0031

VRS

SDO(Electrical), Ainthapali, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Soni Pradeep Kumar Bishi

~~Ananta Ku Pradhan~~ on behalf of Alli Bishi has appeared the hearing on Dt. 29.05.2024 at GRF Office, Burla and submitted a written complaint wherein he has stated that he has purchased an old house situated at Gopalpali, Remed on 08.03.2024 & applied for NSC vide application No TPW10728699 on 13.04.2024 where existing connection bearing SC No 4117-2310-0031 was in unused condition since Dec-2014 & also submitted the documents along with affidavit of previous owner as well as produced the copies of photograph of that old house. Hence, he requests to revise/rectify the bill as well as consider to release the NSC.

SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted billing abstract from March 2006 to Feb 2023, a PVR carried on 28.05.2024 and 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 has applied for NSC vide application No TPW10728699 on 13.04.2024 & deposited the required amount through online mode as claimed by opposite party of Rs.4658.00 on the same date. Further, the complainant has declared that there was an existing connection bearing SC No 4117-2310-0031 which was in unused condition since Dec-2014 & also submitted the documents along with affidavit of previous owner as well as produced the copies of photograph of that old house. The mentioned connection is in the name of Ananta Ku Pradhan & found an outstanding of Rs.48906.20 up to billing month Feb 2023. The above Service connection was provided by opposite party in Plot No 1455 of Khata No 560 measuring an area of AC 0.055 situated in Gopalpali, Remed, Bareipali, Sambalpur to Ananta Ku Pradhan. On 08.03.2024 Alli Bishi has purchased the property from Ananta Ku Pradhan as seen from records submitted by complainant to this Forum. Thereafter, Alli Bishi has applied for NSC but the opposite party kept pending by following the regulation 17(ii) & 17(vi) of OERC Distribution (Conditions of Supply) Code,2019. Neither Ananta Ku Pradhan has obtained no due certificate from opposite party nor Alli Bishi has pay attention on the outstanding dues & discuss with opposite party but purchased the property having energy bill outstanding dues. The opposite party is having the rights to recover the dues either from previous owner or new owner occupation of the premises. In this case, it is not at all possible to recover the dues from previous owner due to mental depression for long time due to expired of his son at age of 26 without marriage at VSS Medical College & hospital, Burla, Sambalpur during treatment & at present live with his daughter's in law house situated

at Kultanupali, Po-Tabla, Ps-Sadar, Dist-Sambalpur and he has also declared that since 2015, the house was in lock position to 07.03.2024 but not stated about date or month of lock position as seen from affidavit available in this Forum. During course of hearing both parties have been asked about the matter facts & they have agreed that the house was in lock position since long might be since Dec 2015. This Forum has gone through the ledger & found that PI/Avg bills were served in most of the periods except few actual billings. The billings were not genuine so developed time to time & also generated even if after no power supply at that premises at that time As seen from the billing data base the billing status was declared as Ghost consumer to be seen by opposite party from their records about date/month of such declaration as not submitted nothing to this Forum. The W/S of opposite party has been seen & found that the house is now in lock position but also claimed by opposite party 50% of the outstanding dues when the complainant has approached the RC of the power supply through meter with request to revise the bill. The complainant has been asked before opposite party about payment & the complainant denied to pay 50% of outstanding dues but agreed to clear the dues so stand in consumer No 4117-2310-0031 after due revision thereon. Further, in PVR it is also declared by opposite party that the line was disconnected since long & meter status is no display. In such situation the Forum feels that the power supply has not been used since 2015 after verification of the documentary evidence & hearing in this case. To make it convenient this Forum consider the case in a lenient view & decide to pay the outstanding dues up to June 2015 of Rs.8874.33 by the complainant with fixed cost up to the date/month of declaration as Ghost consumer & the consumer Number 4117-2310-0031 to be treated as PLD since the date of declaration as Ghost consumer. The complainant is liable to pay the dues & the opposite party is also liable to release the NSC.

Hence it is the opinion of the Forum that the opposite party is liable to revise the bill by withdrawing the total billing since July 2015 to Feb 2023 except fixed cost up to the date/month of declaration as Ghost consumer with PLD from the date/month of declaration as Ghost consumer. The complainant is liable to pay of Rs. 8874.33 with fixed cost as calculated by opposite party up to the date/month of declaration as Ghost consumer. The opposite party is liable to release the NSC on receipt of the payment provided to serve the demand notice to the complainant giving 15 days of time.

ORDER

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

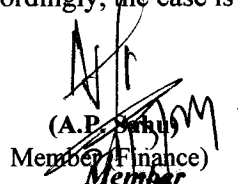
1. The Opposite Party is directed to revise the bill by withdrawing the total billing since July 2015 to Feb 2023 except fixed cost up to the date/month of declaration as Ghost consumer with PLD from the date/month of declaration as Ghost consumer. The complainant is liable to pay of Rs. 8874.33 with fixed cost as calculated by opposite party up to the date/month of declaration as Ghost consumer. The opposite party is liable to release the NSC on receipt of the payment provided to serve the demand notice to the complainant giving 15 days of time.
2. *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)
Co-opted Member

Grievance Redressal Forum
TPWODE, Burla - 768017

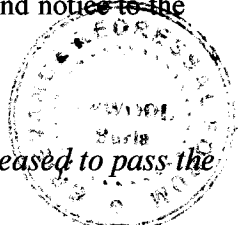


(A.P. Sahu)
Member (Finance)
Member
Grievance Redressal Forum
TPWODE, Burla - 768017



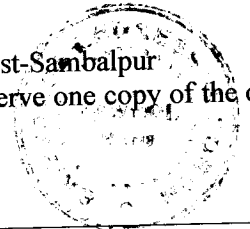
A.K. Satapathy
(President)
President

Grievance Redressal Forum
TPWODE, Burla - 768017



Copy to: -

1. Alli Bishi, W/O-Pradeep Ku Bishi, At-Gopalpali, Po-Remed, Ps-Bareipali, Dist-Sambalpur
2. Sub-Divisional Officer (Elect.) Ainthapali, TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer
3. Executive Engineer (Elect.), SED, 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".)

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