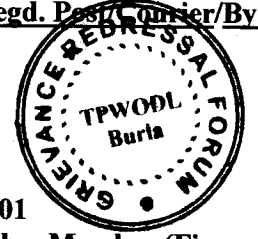


Grievance Redressal Forum

TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Bargarh, Pin- 768017Email: 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)/ 1808(4)

Date: 30/06/24

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

1	Case No.	BRL/424/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Rajkishore Sahu C/O-Subrat Ku Sahu (Son) At/Po-Barghat Ps-Reamal Dist-Deogarh-768121		4141-1579-0776	8984783409
3	Respondent/s	S.D.O (Elect),Deogarh		Division D.E.D, TPWODL, Deogarh	
4	Date of Application	27.05.2024			
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	27.05.2024			
9	Date of Order	30/06/24			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

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

Appeared

For the Complainant- Rajkishore Sahu
Represented by Subrat Ku Sahu (Son)



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

GRF Case No- BRL/424/2024

Rajkishore Sahu
C/O- Subrat Ku Sahu (Son)
At/Po-Barghat
Ps-Reamal
Dist-Deogarh
Consumer No-4141-1579-0776

VRS

SDO(Electrical), Deogarh, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Subrat Ku Sahu (Son) on behalf of Rajkishore Sahu has appeared on Dt. 27.05.2024 at the camp held at ESO Office, Tileibani and submitted a written complaint wherein he has stated about billing dispute & request to revise/rectify the same.

SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted billing abstract from Nov-2014 to April-2024, a PVR carried on 07.06.2024 & written statement has file 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 0.11KW with date of initial power supply 18.12.2012 through meter SL No 808835 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute with prayer to revise the bill. Pl/Avg bills were served to the complainant for the period from July 2015 to July 2022. During hearing the complainant has stated that he has dismantle the meter & there is no power supply. In contrary it is found that the meter SL No 808824 was in the name of Sri Duryodhan Sahu where the complainant confess that Sir Duryodhan Sahu was the grand father of the complainant. It is clear that the power supply was through meter SL No 808828 & 808835 was installed for Sri Raj Kishore Sahu & there are 02 No of power supply connection in that premises. The billing of the complainant seems to be higher side since Oct 2014 to July 2022 where the billings were in average basis during that period having an outstanding amount of Rs.60591.30 up to billing month July 2022. The consumer has been declared as ghost consumer since Aug 2022. In W/S the opposite party has declared that the power supply was disconnected due to nonpayment of electricity dues Sri Subrat Sahu has prayed to release NSC. Hence, revision is required to settle the billing dispute.

Hence it is the opinion of the Forum that the opposite party is liable to revise the bill for the disconnected periods after due verification thereon by withdrawing the billing amount as well as revise the bill with reference to regulation after installation of a new meter and also DPS to be withdrawn as not served proper & actual bill in reference to meter reading. The power supply of Raj Kishore Sahu to be reconnected after receiving Rs.20000.00 along with RC/DC fees or other wise debit the RC/DC fees in the billing as well as suitable instalment to be allowed to clear the dues. Sri Subrat Sahu to be allowed the NSC after payment of share or otherwise under taking to be taken to debit the share in the billing of NSC.

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 for the disconnected periods after due verification thereon by withdrawing the billing amount as well as revise the bill with reference to regulation after installation of a new meter and also DPS to be withdrawn as not served proper & actual bill in reference to meter reading. The power supply of Raj Kishore Sahu to be reconnected after receiving Rs.20000.00 along with RC/DC fees or other wise debit the RC/DC fees in the billing as well as suitable instalment to be allowed to clear the dues. Sri Subrat Sahu to be allowed the NSC after payment of share or otherwise under taking to be taken to debit the share in the billing of NSC.
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 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
TPWODL, Burla - 768017
Copy to:-

(A.P. Sahu)
Member (Finance)
Member

Grievance Redressal Forum
TPWODL, Burla - 768017

(A.K. Satapathy)
(President)
President

Grievance Redressal Forum
TPWODL, Burla - 768017

1. Rajkishore Sahu, C/O- Subrat Ku Sahu (Son), At/Po-Barghat, Ps-Reamal, Dist-Deogarh.
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".)