

Grievance Redressal Forum
TPWODL, BURLAQuarter 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 B.Mahapatra (Co-opted Member)



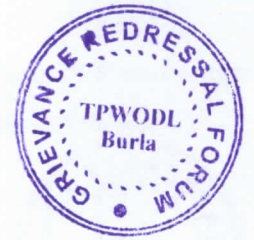
Ref: GRF/Burla/Div/BNED/ (Final Order) 1485(4)

Date: 23/02/2024

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

1	Case No.	BRL/46/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Jayananda Pasayat Piplikani Kumarbandh Dist- Jharsuguda		4172-2507-0293	9938650566
3	Respondent/s	SDO (Electrical), Belpahar, TPWODL		Division B.N.E.D, TPWODL, Brajrajnagar	
4	Date of Application	21.06.2023			
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	21.06.2023			
9	Date of Order	23/02/2024			
10	Order in favour of	Complainant	Respondent	Others	✓
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: ESO Office, Bandbahal, TPWODL, Brajarajnagar.



Appeared

For the Complainant- Sri Jayananda Pasayat

For the Respondent – SDO (Electrical), Belpahar, TPWODL.

GRF Case No- BRL/46/2024

(1) Sri Jayanada Pasayat
Piplikani
Kumarbandh
Dist- Jharsuguda.
Consumer No.- 4172-2507-0293

COMPLAINANT

VRS

(1) SDO (Electrical), Belpahar, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

The Complainant filed the petition in the name Sri Jayananda Pasayat Consumer No **4172-2507-0293** under BNED, Brajarajnagar, TPWODL stated that “He was not staying in his house from July-2011 to Dec-2021. He constructed house in the same premises and came to stay his house on Jan-2022. Hence, he requests to deduct the bill for the mentioned period i.e., 07/2011 to 12/2021.”

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

SUBMISSION OF OPPOSITE PARTY

The Opposite Party has submitted the ledger copy from Feb-2001 to Dec-2020 & PVR carried on 01.02.2024 and written version submitted in this case.

OBSERVATION

From complain of Complainant & from ledger statement submitted by SDO (Electrical), Belpahar it is observed that average bill has been served to consumer from Mar-2005 to Aug-2011 of 288 units per month. A meter no 8063837 was installed at consumer premises on Sepr-2011 with IMR as 0. Actual bill served from Sept-2011 to Feb-2014 with FMR 2711. Thereafter from Mrch-2014 to Feb-2017 provisional bill was served of 206 unit per months. From March 2017 to Dec 2020 bill found stopped but Rs.30267.00 charged to consumer account on Oct-2018. The outstanding arrear as on March-2017 is Rs.63869.11 but due the amount charged in Oct -2018 the outstanding arrear increases to Rs.94136.11 as on Dec-2020. The statement of the consumer is ambiguous. He is telling that he was not staying in his house from July-2011 to Dec-2021 but from ledger statement it is clear that actual bill were served from Sept-2011 to Feb-2014 which is contradictory to the statement of consumer.

After repeated persuasion to the license, Forum did not get any replay for this case from 21.06.2023 to till 19.10.2023 & remain silent.

President

**Grievance Redressal Forum
TPWODL, Burla - 768017**

ORDER

After careful examination of the application and statement of the complainant & the from PVR and ledger abstract submitted by SDO, Belpahar, Brajarajnagar , this forum is pleased to pass the order as follows:

There is no merit in the case So this case is here by dismissed.

Accordingly, the case is disposed of.



(B. Mahapatra)
Co-Opted Member

Grievance Redressal Forum
TPWODL, Burla - 768017

(A.K. Satpathy)
President

Grievance Redressal Forum
TPWODL, Burla - 768017

Copy to: -

1. Sri Jayanada Pasayat, Piplikani, Kumarbandh, Dist-Jharduguda
2. Sub-Divisional Officer (Elect.), Belpahar, TPWODL, Brajarajnagar with the direction to serve one copy of the order to the Complainant/Consumer
3. Executive Engineer (Elect.), BNED, Brajarajnagar. TPWODL.
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".