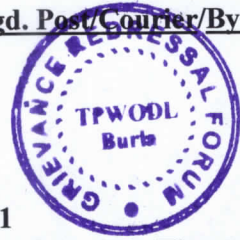


**Grievance Redressal Forum
TPWODL, BURLA**

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)



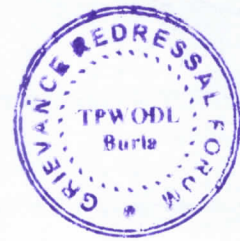
Ref: GRF/Burla/Div/SEED/ (Final Order)/ 1542 (4)

Date: 29/02/2024

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

1	Case No.	BRL/514/2023			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sri Rudra Prasad Dash Sr.Director(IT) & DIO,NIC, Qtr. No.-3R/11, LIC Colony, Motijharan, Dist-Sambalpur	4161-3201-0032	9040352752	
3	Respondent/s	S.D.O(Electrical)-I Bhutapada,TPWODL,	Division S.E.E.D, TPWODL, Sambalpur		
4	Date of Application	24.11.2023			
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	11.12.2023	11.01.2024		
9	Date of Order	29/02/2024			
10	Order in favour of	Complainant	Respondent	Others	
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: GRF Office, TPWODL, Burla.



Appeared

For the Complainant- Sri Rudra Prasad Dash

For the Respondent - SDOElect.)-I,Bhutapada, TPWODL, Sambalpur.

GRF Case No- BRL/514/2023

(1) Sri Rudra Prasad Dash
Sr. Director(IT) & DIO,NIC,
Qtr. No.-3R/11, LIC Colony, Motijharan,
Dist-Sambalpur.
Consumer No.- 4161-3201-0032

COMPLAINANT

VRS

OPPOSITE PARTY

(1) SDOElect.)-I,Bhutapada, TPWODL, Sambalpur

GIST OF THE CASE

The Complainant filed the petition in the name of Sri Rudra Prasad Dash, Sr. Director(IT) & DIO, NIC bearing Consumer No **4161-3201-0032** under SEED, TPWODL, Sambalpur stated about billing dispute.

Hence, the Complainant prayed before the Forum to consider the case.

SUBMISSION OF OPPOSITE PARTY

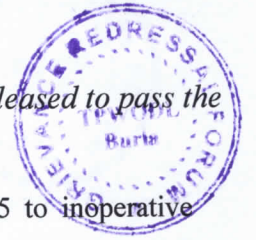
The Opposite Party has submitted the W/S along with ledger copy in this case.

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 4KW with date of initial power supply 01.01.1990 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute- for the billing before occupied the quarter with prayer to not shown the amount of previous occupier in the billing. The above complainant has occupied the Govt. Quarter since 02.07.2003 with reference to allotment letter for the same as declared in its petition and could not able to produce the allotment letter for verification but submitted the copy of SD receipt bearing MR No 041478026/02.07.2003 for Rs.2836.00 hence the Forum believes that the declaration of the complainant is correct. The above complainant is liable to pay the dues of TPWODL earlier as WESCO since 02.07.2003 to till date & up to holding the quarter by the complainant & not at all liable to pay any amount due up to 01.07.2003. The above complainant is paying the electricity bill regularly leaving the disputed amount. During course of verification, it is seen that the opposite party has already been transferred an amount of Rs.59376.55 to operative account from inoperative account on 24.11.2021 which should not be acceptable & the above amount to be transferred from operative account to inoperative account and not include in the billing & in the bill for which the complainant highly raise objection.

Hence it is the opinion of the Forum that the opposite party is liable to transferred the disputed amount of Rs.59376.55 to inoperative account and not include in the billing and shown on the bill of each & every month but may be shown separately in the bill mentioning in operative/dispute amount for record & reference of consumer. The previous occupier may be call for to clear the dues giving notice with copy to Deptt & AG Odisha and not to compel for any payment of the dispute amount to the present occupier & neither serve any disconnection notice nor disconnect any ^{at} point of time except for arrear due on the complainant excluding disputed amount.

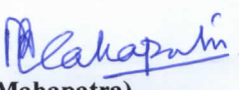
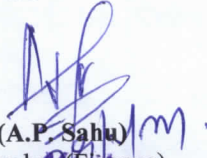

ORDER



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 transfer the disputed amount of Rs.59376.55 to inoperative account and not include in the billing and shown on the bill of each & every month but may be shown separately in the bill mentioning in operative/dispute amount for record & reference of consumer. The previous occupier may be call for to clear the dues giving notice with copy to Deptt & AG Odisha and not to compel for any payment of the dispute amount to the present occupier & neither serve any disconnection notice nor disconnect any point of time except for arrear due on the complainant excluding disputed amount.
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-Optimal Member) Grievance Redressal Forum TPWODL, Burla, 768017	 (A.P. Sahu) Member (Finance) Grievance Redressal Forum TPWODL, Burla, 768017	 (A.K. Satpathy) President Grievance Redressal Forum TPWODL, Burla, 768017
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Copy to: (1) Sri Rudra Prasad Dash, Sr. Director (IT & TIC) NIC, Qtr. No. 3R-1, GRIDCO Colony, Motijharan, Dist-Sambalpur.

- (2) Sub-Divisional Officer (Elect.)-I, 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.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”.