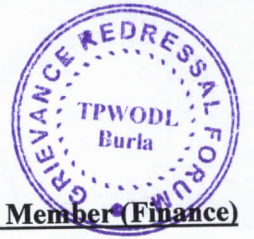


**Grievance Redressal Forum
TPWODL, BURLA**

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/JED/ (Final Order)/ 1440 (4)

Date: 23/02/2024

Present:

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

1	Case No.	BRL/59/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sri Sovaram Naik At-Arda Po-OMP Line Dist-Jharsuguda	4131-2307-0054	9437203996	
3	Respondent/s	SDO-I(Electrical), Jharsuguda		Division J.E.D, TPWODL, Jharsuguda	
4	Date of Application	13.10.2023			
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	13.10.2023			
9	Date of Order	23/02/2024			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			


President

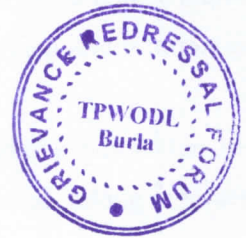
Grievance Redressal Forum
TPWODL, Burla - 768017

Place of Camp: ESO No-3 Office, Jharsuguda, TPWODL

appeared

For the Complainant- Sri Sovaram Naik

For the Respondent - SDO-I(Electrical), Jharsuguda



GRF Case No- BRL/59/2024

Sri Sovaram Naik

At- Arda

Po-OMP Line

Dist-Jharsuguda

Consumer No.- 4131-2307-0054

COMPLAINANT

VRS

OPPOSITE PARTY

SDO-I(Electrical), Jharsuguda

GIST OF THE CASE

Sri Sovaram Naik is the complainant who appeared on Dt. 13.10.2023 at the camp held on ESO Office -3 under SDO-I Jharsuguda and submitted a written complaint wherein he has stated billing dispute & request to rectify/revise the same.

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 3KW with date of initial power supply 12.02.2020 as seen from FG/Samadhan App. The complainant has raised objection on billing for added for Rs.10670.00 & Rs.13056.00. In this Regard, the opposite party has failed to submit their defence & details due to which this Forum is not able to draw any conclusion. However, the complainant should not be debarred from the justice as deemed fit in this case.

Hence it is the opinion of the Forum that the opposite party is liable to resolve the issue with due verification conducted by E.E. JED, Jharsuguda along with concern ESO & SDO and take immediate steps either to convince the complainant about these bills or otherwise if applicable revise the bill in reference to Regulation.

ORDER

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

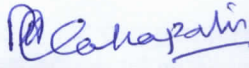
1. The Opposite Party is directed to resolve the issue with due verification conducted by E.E. JED, Jharsuguda along with concern ESO & SDO and take immediate steps either to convince the complainant about these bills or otherwise if applicable revise the bill in reference to Regulation.
2. The Opposite 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.

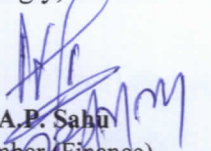
3. The Opposite party is directed not to consider the bill revision for the period already where the complainant has availed the OTS scheme and rebate thereon if any as applicable as not submitted any information for the same.
4. The Opposite Party is directed to serve the revised energy charges bill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


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
 Copy to:-


A.P. Saha
 Member (Finance)
 Grievance Redressal Forum
 TPWODL, Burla - 768017


A.K. Satapathy
 (President)
 Grievance Redressal Forum
 TPWODL, Burla - 768017

1. Sri Sovaram Naik, At-Arda, Po-OMP Line, Dist-Jharsuguda
2. Sub-Divisional Officer (Elect.)-I Jhaarsuguda, TPWODL, Jharsuguda with the direction to serve one copy of the order to the Complainant/Consumer
3. Executive Engineer (Elect.), JED, TPWODL, Jharsuguda
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”.)