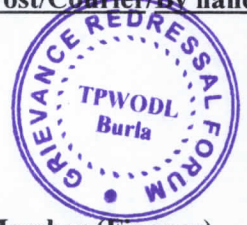


Grievance Redressal Forum

TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Sambalpur, 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)/ 2191 (4)

Date: 30/12/24

Present:

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

1	Case No.	BRL/659/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Parbati Behera C/O-Arun Kumar Behera At/Po-Bamparada Ps-Barkote Dist-Deogarh		4141-1113-0034	8339013642
3	Respondent/s	S.D.O (Elect),Deogarh			Division D.E.D, TPWODL, Deogarh
4	Date of Application	12.09.2024			
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	12.09.2024			
9	Date of Order	30/12/24			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

President

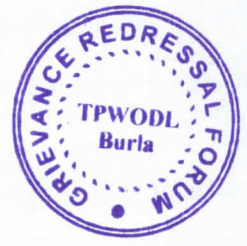
Grievance Redressal Forum
TPWODL, Burla - 768017

Camp: ESO Office, Barkote, TPWODL, Deogarh

Heard

For the Complainant- Parbati Behera
Represented by Arun Kumar Behera

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



GRF Case No- BRL/659/2024

Parbati Behera
C/O- Arun Kumar Behera
At/Po-Bamparada
Ps-Barkote
Dist-Deogarh
Consumer No-4141-1113-0034

VRS

SDO(Electrical), Deogarh, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Arun Kumar Behera has appeared on behalf of Parbati Behera in the hearing on Dt. 12.09.2024 at the camp held at ESO Office, Barkote and submitted a written complaint wherein he has stated about billing dispute- billing was served for Rs.375.00 per months in past but now the billing was served for Rs.4800.00 per month and the power supply was also disconnected & requested to revise/rectify the same.

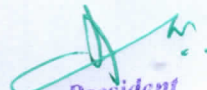
SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted billing abstract from March-2001 to April-2024 and application photocopy for NSC along with payment receipt but no PVR or written statement has submitted 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 of 4.45 KW with date of initial power supply on Dt.01.01.1990 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute as mentioned in GIST with prayer to revise the bill. The opposite party has already been revised the bill & given credit for Rs.10564.16 & Rs.79132.53 to the complainant in billing on 11.02.2023, 19.11.2024 & 22.11.2024 respectively and this Forum found that no further scope is there for revision. The new Power supply to be considered to release after clearance of the dues outstanding on the above consumer number. However, the NSC may be released by opposite party on payment of the dues though instalments by complainant after approaching & submitting the undertaking for it if allowed by opposite party.

Hence it is the opinion of the Forum that the opposite party is supposed to release the NSC after clearance of the outstanding dues in total or otherwise though instalments by complainant after approaching & submitting the undertaking for it & if allowed by opposite party.

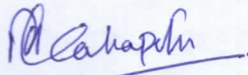

President
Grievance Redressal Forum
TPWODL, Burla - 768017

ORDER

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 release the NSC after clearance of the outstanding dues in total or otherwise through instalments by complainant after approaching & submitting the undertaking for it & if allowed by opposite party.
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.

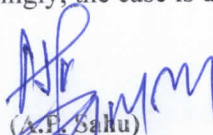
Accordingly, the case is disposed of.



B. Mahapatra)

(Co-Opted Member)

Grievance Redressal Forum
TPWODL, Burla - 768017



(A.F. Bahu)

Member (Finance)

Grievance Redressal Forum
TPWODL, Burla - 768017



A.K. Satapathy

(President)

Grievance Redressal Forum
TPWODL, Burla - 768017

1. Parbati Behera, C/O- Arun Kumar Behera, At/Po-Bamparada, Ps-Barkote, 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: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".)

