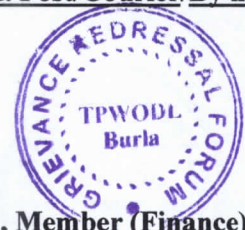


**Grievance Redressal Forum
TPWODL, BURLA**

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/BNED/ (Final Order)/ 14274

Date: 23/02/2024

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

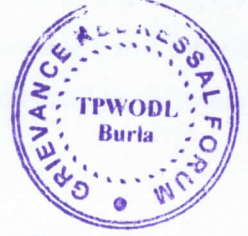
1	Case No.	BRL/78/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Parbati Sa C/O-Harishankar Sa (Son) At-Basanpali-B, Po-M.Katapali Dist-Jharsuguda	4172-2306-1354	9861887981	
3	Respondent/s	S.D.O (E),Belpahar, TPWODL	Division B.N.E.D, TPWODL, Brajrajnagar		
4	Date of Application	25.01.2024			
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	25.01.2024			
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 Panchgaon, TPWODL

Appeared

For the Complainant- Parbati Sa
Represented by Harishankar Sa (Son)

For the Respondent - S.D.O (E),Belpahar, TPWODL



GRF Case No- BRL/78/2024

Parbati Sa
C/O-Harishankar Sa (Son)
At-Basanpali-B, Po-M.Katapali
Dist-Jharsuguda
Con No-4172-2306-1354

VRS

S.D.O (E),Belpahar, TPWODL

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Harishankar Sa son of the consumer Parbati Sa is the complainant who appeared on Dt. 25.01.2024 at camp held on ESO Office Panchgaon under SDO Brajanaagar and submitted a written complaint wherein he has stated that" they are two brothers using one power supply & request to provide them another power supply so that they can pay the electricity bill".

SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted bill abstract of the consumer from July-2021 to Jan-2024 and PVR carried on 12.01.2024 received on 16.02.2024 by courier wherein it is found that meter SI No is LWT216371with CMR 9103KWh with meter status is OK with remarks given by concern authority that "old bill of the consumer may be revised on the basis of actual meter reading".

OBSERVATION

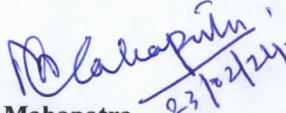
The case is persued with all documents available in records submitted by the complainant and merit of the case. On examining the case in details, the Forum observed that the complainant is a LT-DOM consumer having CD 0.15KW with date of initial power supply 25.03.2013 as seen from FG/Samadhan App. The complainant has raised objection on non-release of new service connection separately where they have two brothers namely Jagdish Sa & Harihar Sa. As seen an amount of Rs.44029.71 is outstanding in the above-named consumer. The complainant is desired to have the new connection on its own name but due to outstanding in the mentioned consumer Number, the opposite party reluctant to release the same as barred in regulation 17(i) of OERC Distribution (Conditions of Supply) Code,2019. Only after clearance of the dues the NSC to be considered by opposite party. However, as they have two brothers including complainant hence regulation 17(iii) may be followed by opposite party & distribute the outstanding amount up to billing month Jan-2024 among the brothers equally & on payment of the share of the complainant, the opposite party will take steps to release NSC to the complainant (in the name of Jagdish Sa) & the mentioned consumer number to be continued in the name of HariHara Sa after collection of the balance amount observing departmental formalities for name change. But as verified, no scope has been seen for bill revision.

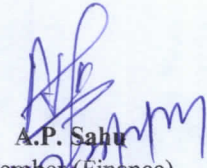
Hence it is the opinion of the Forum that the opposite party is liable to distribute the outstanding up to Jan-2024 among the brothers equally with reference to regulation 17 (iii) keeping affidavit/other relevant document & on payment of the share of Jagdish Sa , the NSC to be consider by opposite party following departmental formalities. Further, the mentioned consumer number to be continued & changed in the name of Harihar Sa on clearance of the share of dues observing the procedure for change of name.


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 distribute the outstanding up to Jan-2024 among the brothers equally with reference to regulation 17 (iii) keeping affidavit/other relevant document & on payment of the share of Jagdish Sa , the NSC to be consider by opposite party following departmental formalities. Further, the mentioned consumer number to be continued & changed in the name of Harihar Sa on clearance of the share of dues observing the procedure for change of name.
2. The Complainant is directed to pay the share from the outstanding balance as intimated by opposite party to avail NSC.
3. **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.**


B. Mahapatra
(Co-Opted Member)
Grievance Redressal Forum
TPWODL, Burla - 768017
Copy to: -


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


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

1. Parbati Sa, C/O- Harishankar Sa, At-Basanpali-B, Po-M.Katapali, Dist-Jharsuguda
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, TPWODL, Brajarajnagar
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".)

