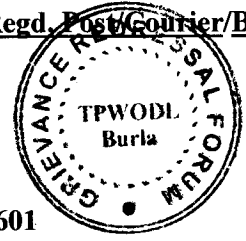


**Grievance Redressal Forum
TPWODL, BURLA**

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)/ 2227(4)

Date: 30/12/24

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

1	Case No.	BRL/805/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		G.Ram Chandra Rao Gamarpank Dist- Sambalpur	4163-3607-0051	9937304854	
3	Respondent/s	SDO(Electrical),Rengali, TPWODL		Division S.E.E.D, TPWODL, Sambalpur	
4	Date of Application	19.11.2024			
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	19.11.2024			
9	Date of Order	30/12/24			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: SDO Office, Rengali, TPWODL, Sambalpur.

Appeared

For the Complainant- G.Ram Chandra Rao

For the Respondent - SDO(Elect.), Rengali, TPWODL, Sambalpur.

GRF Case No- BRL/805/2024

G.Ram Chandra Rao

Gamarpank

Dist- Sambalpur

Consumer No.- 4163-3607-0051

VRS

SDO(Elect.), Rengali, TPWODL, Sambalpur



COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

G.Ram Chandra Rao has appeared in the hearing on Dt. 19.11.2024 at the camp held at SDO Office, Rengali and submitted a written complaint wherein he has stated that "Rectification of billing folder as consumer not served actual bill and Settlement of Enforcement Sundry which has been debited to Billing Folder" & requested to revise/rectify the same.

SUBMISSION OF OPPOSITE PARTY

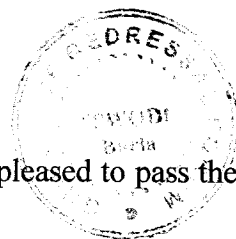
The opposite party has not submitted any relevant documents except photocopy of mail related to penalty in this case.

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 1KW 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 revised the bill for the period from June 2004 to Oct 2007 & Dec 2015 to Oct 2017 and withdrawn Rs.4588.17 and Rs.9396.69 respectively from the billing. It is also seen that Rs.42537.80 was credited in ledger on 30.04.2024 towards penalty. During scrutiny of ledger it came to the notice of the Forum that Rs.85750.00 was debited towards penalty in April 2018 & Aug 2018 i.e , debited twice in the billing where it is found that the complainant has paid Rs.85000.00 in 31.03.2018 & in 31.03.2019 also. In this regard Sri Surender Kumar Chouhan, Connection management on 15.07.2024 has sent the mail to Nidhi Pattanaik for further instruction regarding consumer settlement where he has admitted that **"there was only one old penalty & second entry mentioned wrongly"** which has been find out after cross checking by billing team but the opposite party yet not taken any steps to resolve the same rather withdrawn only Rs.42537.80 out of total wrong sundry (twice) of Rs.85750.00. so required immediate steps to settle the dispute by opposite party.

Hence it is the opinion of the Forum that the opposite party is liable to withdraw the balance amount of Rs.43212.20 (Rs.85750.00-Rs.42537.80) from the billing after further verification of debit sundries & payments jointly by SDO, Rengali, DM (F&C) and Manger, Enforcement of SEED, Sambalpur to settle the dispute.

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 withdraw the balance amount of Rs.43212.20 (Rs.85750.00-Rs.42537.80) from the billing after further verification of debit sundries & payments jointly by SDO, Rengali, DM (F&C) and Manger, Enforcement of SEED, Sambalpur to settle the dispute.
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
(Co-Opted Member)
Grievance Redressal Forum
TPWODL, Burla - 768017

(A.P. Sahu)
Member (Finance)
Member

(A.K. Satpathy)

President
President

Grievance Redressal Forum
TPWODL, Burla - 768017

Copy to: -

1. G. Ram Chandra Rao, Gamarpank, Dist- Sambalpur.
2. Sub-Divisional Officer (Elect.), Rengali, 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: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".