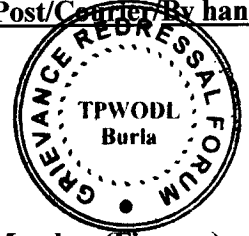


**Grievance Redressal Forum
TPWODL, BURLA**

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)/ 2201 (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/810/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Bishnu Kisha C/O-Sarathi Mirdha Khapasdera, Kalarbaga Rengali Dist- Sambalpur-768200		4160-0103-1282	9937453878
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	36/12/24			
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- Bishnu Kisan
Represented by Sarathi Mirdha



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

GRF Case No- BRL/810/2024

Bishnu Mirdha
C/O-Sarathi Mirdha
Khapasdera, Kalarbaga
Rengali
Dist- Sambalpur
Consumer No.- 4160-0103-1282

COMPLAINANT

VRS
SDO(Elect.), Rengali, TPWODL, Sambalpur

OPPOSITE PARTY

GIST OF THE CASE

Bishnu Mirdha on behalf of Sarathi Mirdha 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 "he has applied for permanent line disconnection on his LI point but it was not done till now and provisional bill were served" & requested to revise/rectify the same.

SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted photocopy of application address to TPWODL authority regarding permanent LD of electric connection of his LI point 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-IPA consumer having CD of 2.5KW with date of initial power supply on Dt.17.02.2016 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 complainant has deposited of Rs.708.00 vide MR No B56378142 Dt.05.05.2022 towards disconnection fees with request to disconnect the power supply permanently on 07.03.2022 but till Oct 2024 the billing has been served to the complainant on PL/Avg basis treating a regular consumer. The opposite party is supposed to enquire the matter whether the power supply has been used since 07.03.2022 by the complainant or not and accordingly as per enquiry report withdraw the billing of the periods with declaration of PDC as derived in enquiry report.

Hence it is the opinion of the Forum that the opposite party is liable to enquire the matter & withdraw the billing for non-using of electricity for the periods & declared the consumer as PDC with withdrawal of fixed cost from the date of PDC as well as adjust the security from the billing & issued NOC accordingly to the complainant.

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 enquire the matter & withdraw the billing for non-using of electricity for the periods & declared the consumer as PDC with withdrawal of fixed cost from the date of PDC as well as adjust the security from the billing & issued NOC accordingly to the complainant.

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.

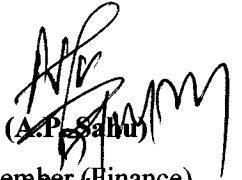


(B. Mahapatra)

(Co-Opted Member)

~~Co-opted Member~~

Grievance Redressal Forum
Copy to:
TPWODL, Burla - 768017



(A.P. Sarathi)

Member (Finance)

~~Member~~

Grievance Redressal Forum
TPWODL, Burla - 768017



(A.K. Satpathy)

~~President~~

Grievance Redressal Forum
TPWODL, Burla - 768017

1. Bishnu Mirdha, C/O-Sarathi Mirdha, Khapasdera, Kalarbaga Rengali, 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".

