

## Grievance Redressal Forum

TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,  
Burla, Burla, Pin- 768017Email: [grf.burla@tpwesternodisha.com](mailto: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)/ 2275(4)

Date: 31/12/24

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

1	Case No.	BRL/861/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Ashok Pradhan At-Balunda, Po-Bandhbahal Dist-Jharsuguda-768211		4172-2505-0010	
3	Respondent/s	S.D.O (E),Belpahar			Division B.N.E.D, TPWODL, Brajarajnagar
4	Date of Application	16.12.2024			
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	16.12.2024			
9	Date of Order	31/12/24			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

**Place of Camp:** ESO Office, Bandhbahal

**Appeared**

**For the Complainant-** Ashok Pradhan

**For the Respondent -** SDO(Electrical), Belpahar, TPWODL.

**GRF Case No- BRL/861/2024**

Ashok Pradhan

At-Balunda, Po-Bandhbahal

Dist-Jharsuguda

Con No-4172-2505-0010

**VRS**

SDO(Electrical), Belpahar, TPWODL.

**COMPLAINANT**

**OPPOSITE PARTY**

**GIST OF THE CASE**

Ashok Pradhan has appeared in the hearing on Dt. 16.12.2024 at the camp held at ESO Office, Bandhbahal and submitted a written complaint wherein he has requested to withdraw of penalty amount as it is charged twice.


**SUBMISSION OF OPPOSITE PARTY**

The opposite party has submitted billing abstract from March-2001 to Oct-2024, a PVR carried out on Dt.19.12.2024, Photocopy of Two No of Final Assessment order 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 1.5KW 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. During scrutiny of documents it has been observed that the opposite party has served the Provisional Assessment on 02.02.2017 & also served the final assessment order on 18.02.2017 for Rs.20520.00 which was debit in billing in the billing month Aug-Sep-2017 as well as also debited in Oct-Nov-2017 for the same amount I.e, Debit the above amount twice in billing. The Forum saw that the enforcement settlement committee has already settle the penalty amount for Rs.10260.00 & accordingly the complainant has paid the same on 29.08.2022 as seen from the FG data base & also saw that Rs.10260.00 has already ben credited on 17.02.2023 in ledger in FG. From the above it is confirm that there were two entries for penalty mount for Rs.20520.00 each debit out, of which ne penalty amount has already settled on payment & credit in ledger but another is still pending for withdrawal from the billing and in this regards directions was given by this Forum to opposite party to do the same but did not taken care which to be treated as lapses lying with opposite party which creates dissatisfaction of consumer, & harassment also. Why the order during hearing has not been carried out by opposite party need to be explained along with compliance.

Hence it is the opinion of the Forum that the opposite party is liable to withdraw the penalty of Rs.20520.00 from billing as it is debited twice after due further verification of documents by opposite party- SDO, Belpahar DM (F&C) and EE, BNED, Brajarajnagar, TPWODL and given effect in billing accordingly.

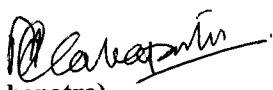
  
**President**  
Grievance Redressal Forum  
TPWODL, Burla - 768017

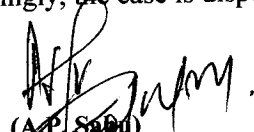
## ORDER


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 penalty of Rs.20520.00 from billing as it is debited twice after due further verification of documents by opposite party-SDO, Belpahar DM (F&C) and EE, BNED, Brajarajnagar, TPWODL and given effect in billing accordingly.
2. The Opposite party is directed not to consider the bill revision for the period already where the complainant has availed the benefits of OTS scheme and rebate thereof, if any, as applicable as it has not submitted any information for the same.
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.

Accordingly, the case is disposed of.

  
**B. Mahapatra)**  
**(Co-opted Member)**  
**Grievance Redressal Forum**  
**TPWODL, Burla - 768017**

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

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

1. Ashok Pradhan, At-Balunda, Po-Bandhbahal, Dist-Jharsuguda
2. Sub-Divisional Officer (Elect.) Belpahar, TPWODL, 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.orerc.org](http://www.orerc.org) under the “head “Cases-> “GRF”. )