

**Grievance Redressal Forum
TPWODL, BURLA**

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Burla, 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)/ 2301(4)

Date: 31/12/24

Present:

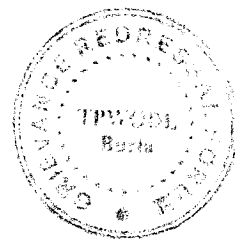
Sri A.K. Satapathy, President
Sri B.Mahapatra (Co-opted Member)
Sri A.P.Sahu Member(Finance)

1	Case No.	BRL/863/2024																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		President Pani Panchayat C/O-Nirmal Ch Pradhan At-Jhargaoon Po-Kudabaga Dist-Jharsuguda-768219		4170-0106-0533	9668112754																																
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-	<table border="1"> <tr> <td>1. Agreement/Termination</td> <td>X</td> <td>2. Billing Disputes</td> <td>✓</td> </tr> <tr> <td>3. Classification/Reclassification of Consumers</td> <td>X</td> <td>4. Contract Demand Connected Load</td> <td>X</td> </tr> <tr> <td>5. Disconnection / Reconnection of Supply</td> <td>X</td> <td>6. Installation of Equipment & apparatus of Consumer</td> <td>X</td> </tr> <tr> <td>7. Interruptions</td> <td>X</td> <td>8. Metering</td> <td>X</td> </tr> <tr> <td>9. New Connection</td> <td>X</td> <td>10. Quality of Supply & GSOP</td> <td>X</td> </tr> <tr> <td>11. Security Deposit / Interest</td> <td>X</td> <td>12. Shifting of Service Connection & equipments</td> <td>X</td> </tr> <tr> <td>13. Transfer of Consumer Ownership</td> <td>X</td> <td>14. Voltage Fluctuations</td> <td>X</td> </tr> <tr> <td colspan="4">15. Others (Specify) -X</td> </tr> </table>				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			
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6	Section(s) of Electricity Act, 2003 involved																																				
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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: SDO Office, Belpahar
Appeared

For the Complainant- President Pani Panchayat
Represented by Nirmal Ch Padhan

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



GRF Case No- BRL/863/2024

President Pani Panchayat
C/O-Nirmal Ch Padhan
At-Jhargaon Po-Kudabaga
Dist-Jharsuguda
Con No-4170-0106-0533

COMPLAINANT

VRS

SDO(Electrical), Belpahar, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Nirmal Ch Padhan on behalf of President Pani Panchayat has appeared in the hearing on Dt. 16.12.2024 at the camp held at SDO Office, Belpahar and submitted a written complaint wherein he has stated that "power supply was disconnected after payment of electricity bill on 26.11.2024 & has requested to reconnect the power supply immediately. The complainant also submitted photocopy of application addressed to SDO concern in this regard.

SUBMISSION OF OPPOSITE PARTY

The opposite party has not submitted any relevant documents except a PVR carried out on Dt.18.12.2024 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 15HP with date of initial power supply on Dt.02.12.2017 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 hearing the complainant has ordered to paid Rs.20000.00 to avail the p/s & accordingly on 17.12.2024 the complainant has paid Rs.20000.00 & the p/s was reconnected by opposite party as came to know by this Forum. During course of hearing the complainant has stated that the p/s was in LD position for one year as disconnected due to non-payment explained by the complainant. In PVR of opposite party it is stated that the P/S was LD from Aug 202 to March 2023 (RC on 21.03.2023) after payment of Rs.13000.00 on that date but the opposite party has also raised the billing during LD periods & despite direction during hearing did not taken steps to revise the bill which is a matter of great concern. The complainant has agreed to clear the dues after revision through two instalments & on or before 31.03.2024.

Hence it is the opinion of the Forum that the opposite party is liable to withdraw the billing from Aug-2022 to March-2023 (20.03.2023) and allow two instalments to the complainant & the complainant is supposed to clear the dues on or before 31.03.2024 to avoid disconnection as agreed during hearing.


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 billing from Aug-2022 to March-2023 (20.03.2023) and allow two instalments to the complainant & the complainant is supposed to clear the dues on or before 31.03.2024 to avoid disconnection as agreed during hearing.

2. The Opposite party is directed not to consider the bill revision for the period revised earlier and adjust the revision as per law/for the period of penalty/in both cases, if any, as applicable as it has not submitted any information for the same.
3. 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.
4. The Opposite Party is directed to serve the revised energy charges bill with revised due date within 30 days from the receipt of this Order, duly considering the applicable tariff during the period, taking into account the adjustments, if any, and adjustment for the payments made by the complainant and ensure payment thereof.
5. The Opposite Party is directed to collect the revised bill amount and on non-payment, serve the Disconnection Notice to the Complainant as per Indian Electricity Act, 2003 under Section 56(i) and disconnect the power supply accordingly.
6. The Complainant is directed to pay the revised billed amount so arrived at, if any, within due date after receipt of the revised energy charges bill to avoid disconnection.
7. 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


 (A.R. Sahu)
 Member (Finance)
 Member


A.K. Satapathy
 (President)
 President

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1. President Pani Panchayat, At-Jhargaon Po-Kudabaga, 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.orierc.org under the "head "Cases-> "GRF".)