

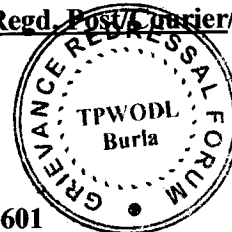
Grievance Redressal Forum

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



Ref: GRF/Burla/Div/DED/ (Final Order)/ 2304 (4)

Date: 31/12/24

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

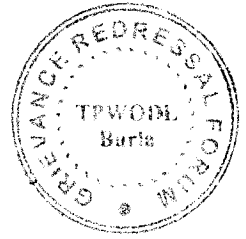
1	Case No.	BRL/889/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Usha Behera C/O-Hagru Behera At-Balanda, Barkote Dist-Deogarh		4141-1156-2497	7682999251
3	Respondent/s	S.D.O (Elect),Deogarh			Division D.E.D, TPWODL, Deogarh
4	Date of Application	19.12.2024			
5	In the matter of-	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	19.12.2024			
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: Division Office, DED, Deogarh

Appeared

For the Complainant- Usha Behera
Represented by Hagru Behera

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



GRF Case No- BRL/889/2024

Usha Behera
C/O- Hagru Behera
At-Balanda, Barkote
Dist-Deogarh
Consumer No-4141-1156-2497

VRS

SDO(Electrical), Deogarh, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Hagru Behera on behalf of Usha Behera has appeared in the hearing on Dt. 19.12.2024 at the camp held at Division Office, DED, Deogarh and submitted a written complaint wherein he has stated about billing dispute & has requested to revise/rectify the bill.

SUBMISSION OF OPPOSITE PARTY

The opposite party has not submitted any relevant documents except billing abstract from Feb-2021 to Nov-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-DOM consumer having CD of 0.25KW with date of initial power supply on Dt.20.12.2018 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 prayer of the complainant in the application may be referred by opposite party as enclosed & conduct enquiry about active of p/s and month as well as year (period of active). The meter SL No TW02013341 was in billing since April-2022 & found that except few months the consumption pattern was less than 30 units belongs to KTJ category.

Hence it is the opinion of the Forum that the opposite party is liable to conduct an enquiry headed by EE, DED consisting of SDO, ESO, AOC/AOT and a lineman in presence of the complainant and accordingly take appropriate steps as per outcome of the report to settle the grievance of the complainant as well as may convert the category to KTJ if found as peer enquiry and if applicable as per law.


ORDER

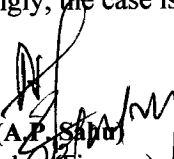
After careful consideration of hearing and data submitted by both parties the Forum is pleased to pass the Order as follows.

1. The Opposite Party is directed to conduct an enquiry headed by EE, DED consisting of SDO, ESO, AOC/AOT and a lineman in presence of the complainant and accordingly take appropriate steps as per outcome of the report to settle the grievance of the complainant as well as may convert the category to KTJ if found as peer enquiry and if applicable as per law.

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.P. Sahoo)
 Member (Finance)
 Member


A.K. Satapathy
 (President)
 President

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1. Usha Behera, C/O- Hagru Behera, At-Balanda, Barkote, Dist-Deogarh.
2. Sub-Divisional Officer (Elect.) Deogarh, TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer
3. Executive Engineer (Elect.), DED, TPWODL, Deogarh
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".)