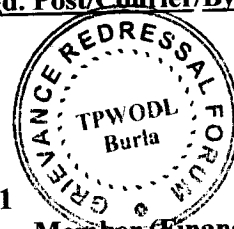


Grievance Redressal Forum

TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Sambalpur, Pin- 768017Email: 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)/ 2312 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/890/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Tanu Kisan C/O-Niranjan Kisan At-Kalkat-II, Po-Basaloi Dist-Deogarh		4140-0103-1531	8658716395
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- Tanu Kisan
Represented by Niranjan Kisan

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



GRF Case No- BRL/890/2024

Tanu Kisan
C/O- Niranjan Kisan
At-Kalkat-II, Po-Basaloi
Dist-Deogarh
Consumer No-4140-0103-1531

VRS

SDO(Electrical), Deogarh, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Niranjan Kisan on behalf of Tanu Kisan 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-billing without using power supply since last three years & has requested to revise/rectify the bill.

SUBMISSION OF OPPOSITE PARTY

The opposite party has not submitted any relevant documents except billing abstract from Aug-2017 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-IPA consumer having CD of 3KW with date of initial power supply on Dt.23.08.2017 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute as mentioned in GIST with prayer to revise the bill. The complainant has raised objection on excess billings even if Motor was not used for p/s but has failed to submit the report of OLIC and the opposite party has submitted nothing but in the opinion for special enquiry & contact to OLIC for clarification.

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 as well as contact to OLIC for confirmation and accordingly take appropriate steps as per outcome of the reports to settle the grievance of the complainant.


ORDER

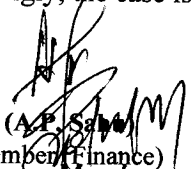
After careful consideration of hearing and data submitted by both parties the Forum is pleased to pass the Order as follows.

1. The Opposite Party is directed to conduct an enquiry headed by EE,DED consisting of SDO, ESO, AOC/AOT and a lineman in presence of the complainant as well as contact to OLIC for confirmation and accordingly take appropriate steps as per outcome of the reports to settle the grievance of the complainant.


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)
 Grievance Redressal Forum
 TPWODL, Burla - 768017


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

Grievance Redressal Forum
 TPWODL, Burla - 768017


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

1. Tanu Kisan, C/O- Niranjana Kisan, At-Kalkat-II, Po-Basaloi, 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".)