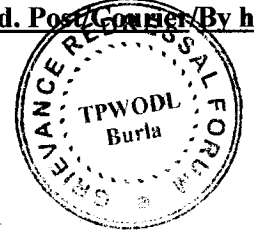


Grievance Redressal Forum

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)/

23/34

Date: 31/12/24

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

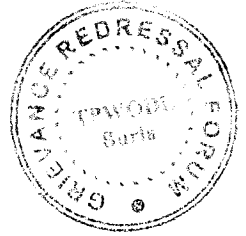
1	Case No.	BRL/892/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Sambari Sahu C/O-Kulamani Sahu At-Asanali, Po-Basaloi Dist-Deogarh		4140-0103-0700	8093416605
3	Respondent/s	S.D.O (Elect),Deogarh			Division D.E.D, TPWODL, Deogarh
4	Date of Application	19.12.2024			
5	In the matter 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- Sri Sambari Sahu
Represented by Kulamani Sahu

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



GRF Case No- BRL/892/2024

Sri Sambari Sahu
C/O- Kulamani Sahu
At-Asanali, Po-Basaloi
Dist-Deogarh
Consumer No-4140-0103-0700

VRS

SDO(Electrical), Deogarh, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Kulamani Sahu on behalf of Sri Sambari Sahu 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 meter & has requested to revise/rectify the bill.

SUBMISSION OF OPPOSITE PARTY

The opposite party has not submitted any relevant documents except billing abstract from July-2015 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 2.5KW with date of initial power supply on Dt.05.07.2015 as seen from FG/Samadhan App. The ledger is showing that PL/Act bills were going on up to April-2021 w.e.t meter SL No WCV25613 with adjustment of PL amount but PI bill was served from May-2021 to June-2023 and from July-2023 to Nov-2024 only fixed cost are levying by opposite party but the opposite party in writing stated that the p/s since beginning not effected & also till date there is no connection at site. In this regard the opposite party has been asked by this Forum and in reply they stated that after due enquiry this may be clarify and appropriate action to be take care to settle the issue.

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.

ORDER

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

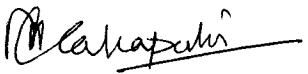
1. The Opposite Party is directed to conduct an enquiry headed by EE, DED consisting of SDO, ESO, AOC/AOT and a lineman in presence of the complainant and accordingly take appropriate steps as per outcome of the report to settle the grievance of the complainant.

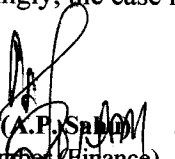
President

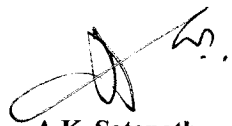
Grievance Redressal Forum
TPWODL Barla - 768017

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)
Grievance Redressal Forum
TPWODL, Burla - 768017


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

1. Sri Sambari Sahu, C/O- Kulamani Sahu, At-Asanali, 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.orienc.org under the "head "Cases-> "GRF".)