

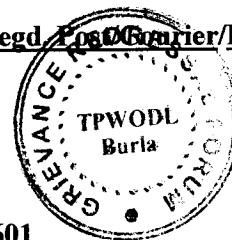
Grievance Redressal Forum

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)/ 2309 (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/894/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Pabitra Mohan Dehury At-Asanali-II, Po-Basalo Dist-Deogarh		4140-0103-0559	7894008243
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			

President

Place of Camp: Division Office,DED, Deogarh

Appeared

For the Complainant- Pabitra Mohan Dehury

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

GRF Case No- BRL/894/2024

Pabitra Mohan Dehury
At-Asanali-II, Po-Basaloi
Dist-Deogarh
Consumer No-4140-0103-0559

VRS

SDO(Electrical), Deogarh, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Pabitra Mohan Dehury has appeared in the hearing on Dt. 19.12.2024 at the camp held at Division Office, DED, Deogarh & submitted a written complaint wherein he has stated about billing dispute- abnormal billing on Sept-2023 for Rs.8589.42 & has requested to revise/rectify the bill. The complainant submitted photocopy of FIR copy.

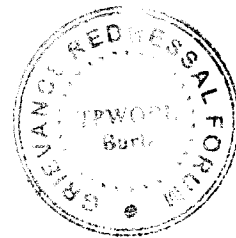
SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted billing abstract from Dec-2014 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.30.09.2014 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 consumer has stated that there was no use of p/s during 2015 to 2020 as the 3HP pump has been theft by somebody else from the cultivated land of the complainant & for that file a FIR in Deogarh Police Station. The copy of FIR application as well as FIR copy is enclosed for reference. PL/Avg bill were served from March-2016 to Feb-2022. The new meter bearing SI No TPU35223 was installed on 31.03.2022 with IMR '0' & MF 1. The pump was stolen by unknown person in mid night of 03.03.2015 but it is seen that actual bills were raised on the complainant from March-2015 to Feb-2016 is of a question mark & the Forum has doubt on the above billing. However, an amount of Rs.8589.40 was debited towards defective period assessment for the period from Jan-2021 to Feb-2022 which is not coming under the theft periods and the complainant tell nothing about it and the opposite party submitted during hearing that there was use of p/s. Hence, the defective period assessment done by opposite party to be treated as correct & it is also seen that the complainant has make payment during March-2015 to Dec-2020 is suspicious that how paid without use of p/s.

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.
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.

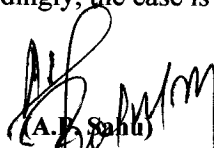
Accordingly, the case is disposed of.



B. Mahapatra)
(Co-Opted Member)
Co-Opted Member

Grievance Redressal Forum

Copy to: Burla - 768017



(A.K. Satapathy)
Member (Finance)
Member

Grievance Redressal Forum

TPWODL, Burla - 768017



A.K. Satapathy
(President)
President

Grievance Redressal Forum

TPWODL, Burla - 768017

1. Pabitra Mohan Dehury, At-Asanali-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".)