

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



Ref: GRF/Burla/Div/DED/ (Final Order)/ 1492 (4)

Date: 27/02/24

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

1	Case No.	BRL/115/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Bidyadhara Mahapatra At-Jharberini, Po- Budhupal, Via-Reamal, Dist- Deogarh.	4141-1306-0213	7609847612	
3	Respondent/s	SDO(Electrical),DED, TPWODL		Division D.E.D, TPWODL, Deogarh	
4	Date of Application	18.01.2024			
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	18.01.2024			
9	Date of Order	27/02/24			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

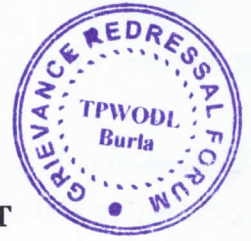
Place of Camp: ESO Office, Budhapal, TPWODL, Deogarh.

Appeared

For the Complainant- Bidyadhar Mahapatra

Represented by Sri Dhaneswar Mahapatra

For the Respondent - SDO(Elect.),DED, TPWODL, Deogarh.



GRF Case No- BRL/115/2024

(1) Dhaneswar Mahapatra

At-Jharberini,

Po- Budhapal, Via-Reamal,

Dist- Deogarh.

Consumer No.- 4141-1306-0213

VRS

(1) SDO(Elect.),DED, TPWODL, Deogarh

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

The Complainant has filed the petition in the name of Dhaneswar Mahapatra s/o Late Bidyadhar Mahapatra bearing Consumer No **4141-1306-0213** under DED, TPWODL, Deogarh stated about billing dispute.

Hence, the Complainant prayed before the Forum to consider his case for revision/rectification.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party has submitted the ledger copy for the period from Sep'2002 to Feb'2023 along with photocopy of the meter with reading thereon 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 domestic consumer having CD 1kw with date of initial power supply 30.04.2002 through meter sl. no."AA181846" as seen from FG/Samadhan App. The complainant has raised objection on billing dispute with prayer to revise the bill. Avg. bills were served from Dec-Jan'2006 to Dec-Jan'2007 and actual bill with kwh reading of "1850" with IMR as "zero" has been served in Feb-Mar'2007 and also seen that actual bills upto Jun-Jul'2011 with kwh reading of "3934" was served in the above meter. Since, Aug-Sep'2011 PL/Avg. bills were served upto Jan-Feb'2023 and no billing since Mar'2023 to till date. The opposite party has submitted the photocopy of the meter bearing sl. no."TLO201185741" with kwh reading of "4114" but the details of the meter not made available and date of production of meter yet to be confirmed with date of installation whether instal by consumer himself or by authorities of licensee is a matter of question which requires more enquiry for taken up bill revision in this case. However, during hearing the complainant has stated that they have 04 brothers and using the p/s from this connection and due to non-clearance of arrear the NSC so applied by the complainant has not been released by the opposite party with reference to Reg.17(i) OERC Distribution (Conditions of Supply) Code,2019. The NSC may be considered by opposite party with reference to Reg.17(ii) after taking relevant documents so far required to do so. Keeping pending the bill revision to giving opportunities to the complainant which to be done in later stage after special enquiry on the matter which is required more time.

Hence it is the opinion of the Forum that the opposite party is liable to release the NSC after following Reg.17(i) & simultaneously Reg.17(ii) taking 1/4th share of the outstanding amount from the above complainant pending revision later on keeping in mind for special enquiry to be conducted by EE along with concerned ESO & SDO as well as L/M and AOC & AOT and as per outcome of the enquiry bill revision is to be done accordingly.

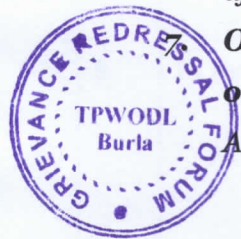
ORDER

Considering the documents and statements submitted by both the parties at the time of hearing, the Forum hereby passes orders that:

1. The Opposite Party is directed to release the NSC after following Reg.17(i) & simultaneously Reg.17(ii) taking 1/4th share of the outstanding amount from the above complainant pending revision later on keeping in mind for special enquiry to be conducted by EE along with concerned ESO & SDO as well as L/M and AOC & AOT and as per outcome of the enquiry bill revision is to be done accordingly.
2. The Opposite party is directed not to consider the bill revision for the period already revised earlier and adjust the revision as per law/for the period of penalty/in both cases if any as applicable as 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 OTS scheme and rebate thereon if any as applicable as 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 in to 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, served 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, if any, within due date after receipt of the revised energy charges bill to avoid disconnection.

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
TPWODL, Burla - 768017



(A.P. Sahu)

Member (Finance)
Member

Grievance Redressal Forum
TPWODL, Burla - 768017



(A.K. Satpathy)

President
President

Grievance Redressal Forum
TPWODL, Burla - 768017

- Copy to:** - (1) Sri Dhaneswar Mahapatra, At-Jharberini, Po- Budhapal, Via-Realam, Dist- Deogarh.
(2) Sub-Divisional Officer (Elect.), Deogarh, TPWODL, Deogarh 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:Bhoingar, 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".