

**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)/ 1494 (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/117/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sri Durga Prasad Garnayak At/Po- Palsama, Via-Reamal, Dist- Deogarh.	4140-0103-1172	9178707478	
3	Respondent/s	EE(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, Budhupal, TPWODL, Deogarh.

Appeared

For the Complainant- Sri Durga Prasad Garnayak

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

GRF Case No- BRL/117/2024

(1) Sri Durga Prasad Garnayak
At/Po- Palsama,
Via-Reamal,
Dist- Deogarh.
Consumer No.- 4140-0103-1172

COMPLAINANT

VRS

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

OPPOSITE PARTY

GIST OF THE CASE

The Complainant has filed the petition in the name of Sri Durga Prasad Garnayak bearing Consumer No **4140-0103-1172** 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 Jul'2017 to Dec'2023 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 2.24kw with date of initial power supply 18.06.2017 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute where stated about collapsed of borewell since the date of dug same upto Feb'2023. In Mar'2023 the borewell was by cleared by the complainant himself and then the electric connection has been given. Again in Oct'2023 the borewell was collapsed and the complainant has intimated the same to concerned ESO,Budhupal and for that copy of letter on 28.03.2023 is enclosed for reference. The opposite party has asked to submit PVR alongwith w/s but failed to do so where the complainant has also asked to submit the report from OLIC,Deogarh but till date not submitted to this Forum. As observed no payment has been seen from the date of p/s to Dec'2023 and also seen the p/s has been effected without meter and average bills were served from the date of p/s to Jul'2023. Meanwhile, the meter sl. no."10044460" was installed on 04.09.2023 with IMR as" zero" and MF "1". The opposite party has done the bill revision for high units billed during TPWODL periods and withdrawn an amount of Rs 1000.37/-. In this connection, the Forum is thinking that there might be no use of p/s as the connection has not been given before Mar'2023 but also disbelieved on the collapsed of borewell since Oct'2023 as the new meter was installed during Sep'2023(04.09.2023) and billings are going on actual meter reading basis. To ascertain the correct material facts for decision making purpose a committee to be formed for submission of report.

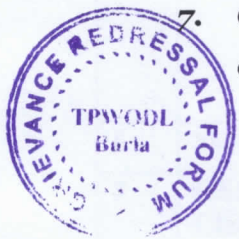
Hence it is the opinion of the Forum that the opposite party is supposed to form the committee headed by EE,DED,Deogarh consisting of members like SDO,ESO,L/M,AOT,AOC etc. who have verified and inspect the material with field visit thereon in presence of the complainant and accordingly steps to be taken for revision of bills as per outcome of the report either to withdraw EC,ED

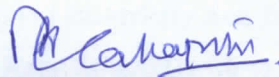
& DPS as per applicability from the billing for the periods was no p/s or otherwise revise the bill with reference to Reg.155 of OERC Distribution (Conditions of Supply)Code,2019.

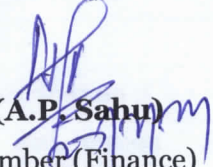
ORDER


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 form the committee headed by EE,DED,Deogarh consisting of members like SDO,ESO,L/M,AOT,AOC etc. who ^{will} have verified and inspect the ^{matter} material with field visit thereon in presence of the complainant and accordingly steps to be taken for revision of bills as per outcome of the report either to withdraw EC,ED & DPS as per applicability from the billing for the periods was no p/s or otherwise revise the bill with reference to Reg.155 of OERC Distribution(Conditions of Supply)Code,2019.
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.
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.**




(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 Durga Prasad Garnayak, At/Po- Palsama, Via-Reamal, 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: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".