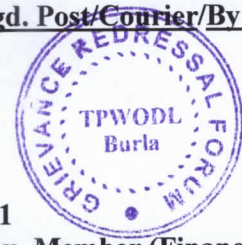


**Grievance Redressal Forum  
TPWODL, BURLA**

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,  
Burla, Bargarh, Pin- 768017

Email: [grf.burla@tpwesternodisha.com](mailto: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/BNED/ (Final Order)/ 1515 (4)

Date: 29/02/2024

**Present:**

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

1	Case No.	BRL/152/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sitaram Kanta At-Bartap, Po-Bajari Dist-Jharsuguda-768201	4172-1203-4576	8895564919	
3	Respondent/s	S.D.O (E),Belpahar, TPWODL		Division B.N.E.D, TPWODL, Brajrajnagar	
4	Date of Application	26.02.2024			
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	26.02.2024			
9	Date of Order	29/02/2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			



Place of Camp: ~~SDO~~ <sup>ESD</sup> Office Belpahar, TPWODL

**Appeared**

**For the Complainant-** Sitaram Kanta

**For the Respondent -** S.D.O (E),Belpahar, TPWODL



**COMPLAINANT**

**GRF Case No- BRL/152/2024**

Sitaram Kanta  
At-Bartap,  
Po-Bajari  
Dist-Jharsuguda  
Con No-4172-1203-4576

**VRS**

S.D.O (E),Belpahar, TPWODL

**OPPOSITE PARTY**

**GIST OF THE CASE**

Sitaram Kanta appeared on Dt. 26.02.2024 at camp held at ~~SDO~~ <sup>ESD</sup> Office Belpahar and submitted a written complaint wherein he has stated about on non consideration for the amount has already been paid to credit in billing since long & request to revise/rectify the same.

**SUBMISSION OF OPPOSITE PARTY**

The opposite party has submitted bill abstract of the consumer from Feb-2001 to Jan-2024. No PVR or W/S has been submitted 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-DOM consumer having CD KW with date of initial power supply 01.01.1990 as seen from FG/Samadhan App. The complainant has raised objection on non-credit for the amount has already been paid since long with prayer to revise/rectify the bill. The complainant has already been availed the OTSS-2022 by paying Rs.34089.00 towards EC bill as per rule and has extended the benefit of rebate of Rs.24533.74 where found the complainant has also paid out of the balance due amount of Rs.1377.00 keeping outstanding of Rs.0.25. The above complainant has also paid many amounts towards EC bills during 2013 to 2017 as per money receipt submitted to this Forum for verification but during hearing explain that the payment amount was more that Rs.10000.00 which to be verified by opposite party with consulting to the complainant for <sup>to</sup> talking corrective measure as the payments were in the form of mis posting & the opposite party could not take steps despite of several request in this regard. The above complaint came to the camp court was held before One and half years where the opposite party has been advised to do the needful but deliberately failed to do so due to which the complainant is suffering a lot with mental agony. The opposite party at present has refused give credit for the mis posting amount for which it was knowledge of them but on the ground of OTSS has already been allowed. By allowing OTSS-2022 by opposite party, no undue benefit has been given but it was the rights of the complainant as per OTSS-2022 guidelines. The Forum is unable to calculate the exact amount of payment at present in the way of mis posting due to non-available of all money receipts & checking report of opposite party where during hearing all the documents were submitted by complainant to opposite party for verification & consideration of credit as per applicability with intimation to this Forum.

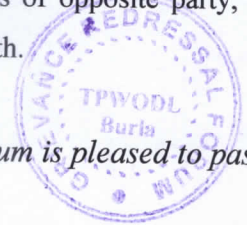
Hence it is the opinion of the Forum that the opposite party is liable to consider the credit sundry with immediate effect after due verification of the copy of money receipts so submitted by the complainant as its was pending since long before OTSS-2022 rule came in to force without further harassing to the complainant on the ground of availing OTSS-2022 where it is seen that the complainant has already been debarred from the much



benefit in OTSS-2022 as because the complainant has paid more amount as applicable as the mis posting amount has not been considered by opposite party deliberately keeping pending. Due to laces of opposite party, the complainant should not be punished & it is the warning not to repeat such thing henceforth.

### ORDER

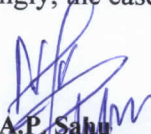
After careful consideration of hearing and data submitted by both parties the Forum is pleased to pass the Order as follows.



1. The Opposite Party is directed to consider the credit sundry with immediate effect after due verification of the copy of money receipts so submitted by the complainant as its was pending since long before OTSS-2022 rule came in to force without further harassing to the complainant on the ground of availing OTSS-2022 where it is seen that the complainant has already been debarred from the much benefit in OTSS-2022 as because the complainant has paid more amount as applicable as the mis posting amount has not been considered by opposite party deliberately keeping pending. Due to laces of opposite party, the complainant should not be punished & it is the warning not to repeat such thing henceforth.
2. The Opposite party is directed not to consider the bill revision for the period already revised earlier/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.**

Accordingly, the case is disposed of.

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

  
A.P. Sahu  
Member (Finance)  
Member

  
A.K. Satapathy  
(President)  
President

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Grievance Redressal Forum  
TPWODL, Burla - 768017

1. Sitaram Kanta, At-Bartap, Po-Bajari, Dist-Jharsuguda-768201
2. Sub-Divisional Officer (Elect.), Belpahar, TPWODL, Brajaraj Nagar with the direction to serve one copy of the order to the Complainant/Consumer
3. Executive Engineer (Elect.), BNED, TPWODL, Brajaraj Nagar
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](http://www.orierc.org) under the "head "Cases-> "GRF". )