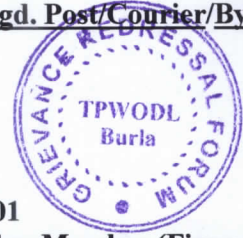


**Grievance Redressal Forum
TPWODL, BURLA**

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Bargarh, 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/BNED/ (Final Order)/ 1517 (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/154/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sanatan Rout S/O-Bishnu Rout At-Jamukani, Belpahar Dist-Jharsuguda	4172-2402-0322	9938564004	
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: ^{ESO} SDO Office Belpahar, TPWODL



Appeared

For the Complainant- Sanatan Rout
Represented by Bishnu Rout (Father)

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

GRF Case No- BRL/154/2024

Sanatan Rout
S/O- Bishnu Rout
At-Jamukani, Belpahar
Dist-Jharsuguda
Con No-4172-2402-0322

VRS

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

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Bishnu Rout (Father of the consumer) on behalf of Sanatan Rout (consumer) who appeared on Dt. 26.02.2024 at camp held at ^{ESO} SDO Office Belpahar and submitted a written complaint wherein he has stated about billing dispute & request to revise/rectify the same and reconnect the power supply.

SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted bill abstract of the consumer from Dec-2002 to July-2023. No PVR or W/S has been submitted in this case.

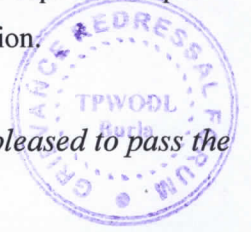
OBSERVATION

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 2KW with date of initial power supply 31.03.2002 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute with prayer to revise the bill. The complainant has been served actual bill in Dec-2020 with KWh reading of 12922 & PL bill from Jan-2021 to July-2023. The billing status mentioned as bill stopped since Aug-2023 to till date. The outstanding amount in Dec-2020 was Rs.12414.82. During course of hearing the complainant has stated that the power supply is required for use hence considered the reconnection of the above disconnected consumer. In presence of opposite party, the complainant has agreed to pay Rs.12000.00 where the opposite party has also agreed on the same subject to revisions of bills in later stage. Keeping the commitment, the complainant has paid of Rs.12000.00 on 26.02.2024 immediately on the camp day. In course of hearing the complainant has stated that the power supply was in LD position from Jan-2021 to July-2023 for which both parties have yet not submitted any documentary evidence so, the Forum not prefers to pass any order in absence of any documents in support of LD as required as per regulation. However, taking the hearing & claim of the complainant , the opposite party is supposed to steps forwards for its enquiry for giving opportunity to the complainant with in the purview of law.

Hence it is the opinion of the Forum that the opposite party is liable to reconnect the power supply immediately as the complainant has already been paid the committed amount of Rs.12000.00 on 26.02.2024. Further, to confirm the LD periods & its revision, a committee to be formed headed by Executive Engineer consisting of SDO, ESO, AOT, AOC & line man who are conduct the enquiry and submit the report & as per outcome of the report the bill revision to be done by opposite party with reference to law/regulation.

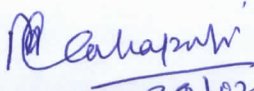
ORDER

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 to reconnect the power supply immediately as the complainant has already been paid the committed amount of Rs.12000.00 on 26.02.2024. Further, to confirm the LD periods & its revision, a committee to be formed headed by Executive Engineer consisting of SDO, ESO, AOT, AOC & line man who are ^{to} conduct the enquiry and submit the report & as per outcome of the report the bill revision to be done by opposite party with reference to law/regulation.
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.


29/02/24
B. Mahapatra
(Co-Opted Member)
Co-opted Member


A.P. Sahu
Member (Finance)
Member


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

Copy to:
Grievance Redressal Forum
TPWODL, Burla - 768017

Grievance Redressal Forum
TPWODL, Burla - 768017

1. Sanatan Rout, S/O- Bishnu Rout At Jamukani, Belpahar, Dist-Jharsuguda
2. Sub-Divisional Officer (Elect.), Belpahar, TPWODL, Brajarajnagar with the direction to serve one copy of the order to the Complainant/Consumer
3. Executive Engineer (Elect.), BNED, TPWODL, Brajarajnagar
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".)