

**ODISHA ELECTRICITY REGULATORY COMMISSION  
PLOT NO. 4, CHUNOKOLI, SAILESHREE VIHAR,  
CHANDRASEKHARPUR,  
BHUBANESWAR-751021**

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**Present:        Shri U. N. Behera, Chairperson  
                     Shri S. K. Parhi, Member**

**Case No. 07/2017**

Sri Dillip Kumar Satpathy	.....	Petitioner
Vrs.		
SDO (Elect.), Dhenkanal, CESU & another	.....	Respondents

**In the matter of:    An application under S.142 of the Electricity Act, 2003 for non-compliance of Order dated 13.01.2015 of GRF, Dhenkanal passed in C.C. Case No.391 of 2014 and also Order dated 21.03.2015 of the Ombudsman-I passed in C.R. Case No.OM(I) -07 of 2015.**

**For Petitioner:        Shri Dillip Kumar Satpathy.**

**For Respondents:    Shri Ullash Chandra Nath, SDO (Elect.), Dhenkanal Electrical Sub-division, CESU.  
                              Nobody is present on behalf of ENZEN.**

**ORDER**

**Date of hearing: 13.06.2017**

**Date of order: 27.06.2017**

The present petitioner Shri Dillip Kumar Satpathy of Dhenkanal is a domestic consumer of Dhenkanal Electrical Division having electrical connection in the name of his wife Smt. Kalpana Satpathy. His meter became defective in April, 2014 and immediately a new meter was installed on 30.4.2014. After installation of new meter CESU raised the 1<sup>st</sup> bill on June, 2014 for three months on average billing basis which was paid by the consumer. Then the consumer submitted an application to the SDO, CESU, Dhenkanal to furnish his regular bill on the basis of meter reading. But again for the months of July and August, 2014 average bills was served and the consumer paid the same. In the month of September, 2014 the consumer received a bill for the entire period amounting to Rs.12,744/- for consumption of 2387 units without taking into consideration his previous payments. The consumer submitted another application to SDO, CESU immediately thereafter with a copy to ENZEN, the franchisee in that area for revision of the bill by spreading the consumed units over the months. When his grievances were not addressed, he approached the GRF, Dhenkanal vide case No.391/2014 and the GRF in their order dated 14.01.2015

directed the respondent to revise the bill from May, 2014 to September, 2014 by taking initial reading as 1 (one) and final reading as 2388. The GRF also directed that signboards should be placed before the office of the ENZEN Global Solution for easy identification by the consumers.

2. When the above order of the GRF was not complied, the petitioner approached Ombudsman-I in C.R Case No. Omb (I)-07/2015 wherein the Ombudsman in his order dated 21.03.2015 directed that the revised bill is to be provided to the complainant after withdrawing Rs.3683.31 upto September, 2014. The amount paid by the complainant during April, 2014 to September, 2014 is to be credited to the complainant's billing account. The Ombudsman further directed that the franchisee M/s. ENZEN Global Solution has to display a signboard in front of their offices. The above order was to be complied within 15 days of issue of that order and on failure a compensation of Rs. 50/- for each day of default was to be paid automatically to the consumer through the energy bill.
3. The petitioner stated that the above order of the Ombudsman-I has not been properly implemented. He claims that still Rs. 1538.31 is to be credited to him after the bill revision by CESU.
4. The respondent CESU submitted that as per the order of the GRF, Dhenkanal dated 13.01.2015 and order of Ombudsman-I dated 21.03.2015 the energy bill of the petitioner has already been revised and a sum of Rs. 4316 has been credited to the account of Smt. Kalpana Satpathy in the bill for 02/2015. Signboards displaying the name of distribution franchisee have been fixed in front of their division, sub-division and section offices in compliance to the order of GRF, Dhenkanal and Ombudsman-I. Therefore, the orders of GRF and Ombudsman-I have been fully complied.
5. Heard the claims and counter claims of the petitioner and the respondents. The petitioner is directed to place the matter before the Ombudsman-I who will check if his order has been complied fully or not after verifying the bill and payment details with intimation to this office.
6. With the above direction, the case is disposed of.

Sd/-  
**(S.K.Parhi)**  
Member

Sd/-  
**(U. N. Behera)**  
Chairperson