

Case No. 07 /2023

Date of hearing: 02.05.2023

Date of order: 02.05.2023

This matter is taken up today for hearing through hybrid arrangement (virtual/physical mode).

2. Shri A. K. Sahani, the authorized representative of the Petitioner and Shri Kanti Bhusan Jena, S.D.O (Elect.), Bhogarai Electrical Sub-Division, TPNODL appear.
3. During hearing, the Respondent-TPNODL submitted that the order dated 26.03.2013 of the Ombudsman-II passed in C.R. Case No.04 of 2013 had already been complied with and an amount of Rs.26,601.46/- was withdrawn from the bill of Petitioner in February, 2018. Hence, the Respondent prays the Commission to drop the present proceeding as the order of the Ombudsman –II has been complied with.
4. The Authorized representative of the Petitioner-Shri Sahani states that the order dated 26.03.2013 of the Ombudsman-II has not been complied with by the licensee. The Ombudsman-II has passed order on 26.03.2013 for installation of new meter, but the licensee has finally installed the meter in 2018. However, till date the petitioner has not received any bill on actual consumption basis after installation of the meter. Further the licensee has not provided the revised bills of the period prior to the installation of meter.
5. Considering the rival submission of the parties, a direction is issued to the Learned Ombudsman-II to verify if the order dated 26.03.2013 passed by him is complied with by the licensee or not. If it is not complied with, the petitioner is directed to comply with the same. Both the parties are directed to appear before the Learned Ombudsman-II on 15.05.2023 at 11.00 AM with relevant documents in favour of their claims.
6. Accordingly, the case is disposed of.

**Sd/-
Member (RM)**

**Sd/-
Member (M)**

**Sd/-
Chairperson**