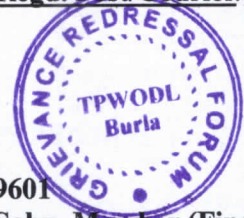


**Grievance Redressal Forum
TPWODL, BURLA**

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/SED/ (Final Order)/ 1859 (4)

Date: 31/07/24

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

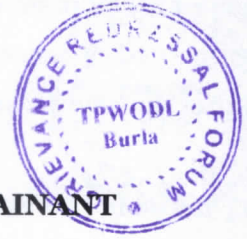
1	Case No.	BRL/431/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		S.Sahu C/o Late Binod Kumar Sahu At/Po- Hirakud Dist- Sambalpur.	4118-3408-0061	909006734	
3	Respondent/s	SDO(Electrical), Hirakud,TPWODL,	Division S.E.D, TPWODL, Sambalpur		
4	Date of Application	07.05.2024			
5	In 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	11.06.2024	12.07.2024		
9	Date of Order	31/07/24			
10	Order in favour of	Complainant	Respondent	Others	
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: GRF Office, Burla, TPWODL, Sambalpur.

Appeared

For the Complainant- S.Sahu for Late Binod Sahu

For the Respondent - SDO(Elect.), Hirakud, TPWODL.



GRF Case No- BRL/431/2024

(1) S.Sahu

C/o Late Binod Kumar Sahu

At/Po- Hirakud

Dist- Sambalpur.

Consumer No.- 4118-3408-0061

VRS

(1) SDO(Elect.), Hirakud, TPWODL

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

The Complainant has filed the petition in the name of S.Sahu C/o Late Binod Kumar Sahu bearing Consumer No **4118-3408-0061** under SED, TPWODL, Sambalpur stated about billing dispute.

Hence, the Complainant prayed before the Forum to consider the case for revision/rectification.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party has submitted ledger for the period from Jun'2007 to May'2023, w/s dtd.12.07.2024 as well as enquiry report on 24.07.2024 and PVR dtd. 11.07.2024 in this case.

OBSERVATION

The case is pursued with all documents available in records (FG data base and Samadhan App) and merit of the case. On examining the case in details, the Forum observed that the complainant is a LT-domestic consumer having CD 2kw with initial date of p/s 29.06.2007 as seen from the FG data base/ Samadhan App. The complainant has raised objection on billing dispute since Mar'2008 as they were left their residence where found meter readings were going on even if no p/s and no use of power in that premises. In Mar'2008 actual bill has been served for kwh reading of 588 with billing unit of 288 having outstanding of Rs 629.27/-. Since, Apr'2008 PL/Avg. bills were going on @ different units (48/63/76/80/97/200/288/588 etc.) per month upto billing month May'2023 and subsequently declared as ghost consumer as seen from FG data base. During hearing dtd.11.06.2024 the complainant has claimed that the house was totally demolished when a Banayan tree fall on the house and whole family of the complainant shifted to quarter of Hirakud dam allotted to the father of the complainant Late Biond Ku. Sahu. After that the said house is remained in demolished condition till date. The p/s has remained disconnected since Jan'2008 and Rs 458/- has been paid on 15.10.2007 and Rs 52/- on 25.11.2007 with a request to disconnect but could not submit any relevant documents for approach of disconnection to opposite party. This Forum has gone through the PVR dtd.11.07.2024 as well as w/s on 12.07.2024 but not satisfied on the reporting of opposite party hence could not reach to the conclusion for order. During hearing dtd. 12.07.2024, this Forum has ordered to opposite party to conduct an enquiry in presence of the complainant and submit the report on or before 24.07.2024 and accordingly the opposite party have done the job and submitted the enquiry report on the stipulated time period. In enquiry report, the opposite party has clearly mentioned that there was no p/s available in that premises since 2008. This Forum has verified the billing data and found that actual bill has been served upto billing month Mar'2008 and considered it and concluded that the p/s was in effect upto billing month Mar'2008. But, it is seen that PL/Avg. bills were continuing since Mar'2008 to May'2023 might not be correct and has happened due to non-implementation of LTB-6 was in effect at that time for use in case of LD of p/s. Although, the complainant has not submitted the documents for approach of DC to opposite

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party but during hearing it was convinced by this Forum which is confirmed later on followed by enquiry report submitted by opposite party. In such situation, the claim of the complainant to be consider as correct and the billing for the period from Apr'2008 to May'2023 to be withdrawn with declaring the consumer as PLD.

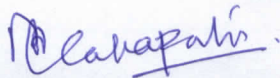
Hence, the Forum is in the opinion that the Opposite party is liable to revise the bill for the period from Apr'2008 to May'2023 by withdrawing all the billing and considering the consumer as PLD with effect from Apr'2008.

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 revise the bill of the consumer for the period from Apr'2008 to May'2023 by withdrawing all the billing and considering the consumer as PLD with effect from Apr'2008.
2. 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

**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) S.Sahu, At/Po- Hirakud, Dist- Sambalpur.
(2) Sub-Divisional Officer (Elect.), Hirakud, TPWODL, Sambalpur with the direction to serve one copy of the order to the Complainant/Consumer.
(3) Executive Engineer (Elect.), SED, TPWODL, Sambalpur.
(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".