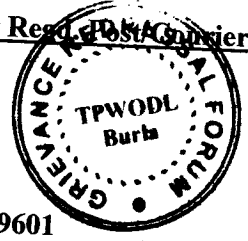


By Registered Post/By hand



**Grievance Redressal Forum**

**TPWODL, BURLA**

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

Email: [grf.burla@tpwesternodisha.com](mailto: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/SEED/ (Final Order)/ 1837(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/439/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Kusum Barik C/O-Nilachal Barik At/Po- Tamperkela Rengali Dist- Sambalpur-768214		4160-0103-2159	7008721852
3	Respondent/s	SDO(Electrical),Rengali, TPWODL		Division S.E.E.D, TPWODL, Sambalpur	
4	Date of Application	13.06.2024			
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	13.06.2024			
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:** ESO Office, Laida , TPWODL, Sambalpur.

**appeared**

**For the Complainant-** Kusum Barik

Represented by Nilachal Barik

**For the Respondent -** SDO(Elect.), Rengali, TPWODL, Sambalpur.

**GRF Case No- BRL/439/2024**

Kusum Barik

C/O- Nilachal Barik

At/Po- Tamperkela

Rengali

Dist- Sambalpur

Consumer No.- 4160-0103-2159

**VRS**

SDO(Elect.), Rengali, TPWODL, Sambalpur



**COMPLAINANT**

**OPPOSITE PARTY**

**GIST OF THE CASE**

Subal Barik appeared on Dt. 13.06.2024 at the camp held at ESO Office, Laida and submitted a written complaint wherein he has stated that "I have been served bill of the year 2016 where the transformer is burnt. He has request to revise bill so that he can paid the revise bill amount. The LI point was installed in the year 2013-14 but that was energised in the year 2016 & was inoperative due to transformer burnt & operative since Nov 2018. Despite of such situation, bills were served since 2016. Since 03.12.2023, the power supply was disconnected. The complainant has also submitted an application to E.E, OLIC, Sambalpur who has forwarded a certificate in its L No 557/14.07.2022. Further, the complainant agreed to pay the dues after revision of the bill.

**SUBMISSION OF OPPOSITE PARTY**

The Opposite Party has submitted a PVR carried on 05.07.2024 but no other documents has been submitted except PVR 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-IPA consumer having CD 2.5KW with date of initial power supply 18.10.2016 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute as mentioned in the GIST. From FG records the Forum observes that the first bill was generated during Feb 2019 with billing unit of 7768 from the date of power supply (18.10.2016) to Feb 2019 with billing amount of Rs. 13035.71. On contrary the complainant has stated that due to burning of transformer the power supply was not there & the same was resume in Nov 2018 after replacement of the transformer at site. The certificate issued by Asst. E.E, LI Sub Division Sambalpur vide its Memoo No 557/14.07.2022 has been taken into consideration as documentary evidence in this case where it has endorsed that "due to defect in transformer the said beneficiary motor could not operate & after replacement of transformer the project has been operated since Nov 2018 to till date. So the electric bill may kindly be revise accordingly". Further this Forum pay attention on the PVR submitted by opposite party conducted on 05.07.2024 where they mentioned that "as per the Memo No 557/14.07.2022 of Asst. E.E, LI Sub Division Sambalpur & physical verification made by the filed officers among local persons of Tamperkela Village. It is concluded that the existing 63KVA DTR (transformer) was burnt since Nov 2016 to 05.11.2018 & after replacement of burnt DTR (Transformer) the power supply was provided to the consumer since Nov 2018 to 03.12.2023. Again, the power supply was disconnected on 04.12.2023 to till date due to Non-payment of arrear amount hence, the bill may be revised." Although it is 3-phase case, the E.E, SEED,

Sambalpur has not submitted any W/S to this Forum & also learn from the filed officers that they have intimated about this along with PVR to Division office. In the opinion of the Forum, it is clear that the **Division Office is casually taking the case & not shown any interest to put forth the submission before this Forum & accordingly this Forum prefers to pass the order treating as Exparte** but taken into confidence the report of filed officers & OLIC. The above complainant has already been served the bill since the date of power supply to till date on average basis as because the power supply was effected without meter & also RC during Nov 2018 without meter violating the regulation & the inaction of opposite party in regards to meter installation is not at all acceptable as because the consumption is not recorded & billing developed might be for less amount for which T&D as well as AT&C loss is increasing.

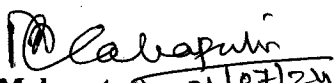
Hence it is the opinion of the Forum that the opposite party is liable to withdraw the billing for the period from Nov 2016 (date of power supply 18.10.2016) to 05.11.2018 & also revise the bill from 06.11.2018 to up to date after installation of a new meter & considering the consumption for the period of 6 to 8 months with its load & non-load periods taking the monthly actual average consumption thereof.

### **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 withdraw the billing for the period from Nov 2016 (date of power supply 18.10.2016) to 05.11.2018 & also revise the bill from 06.11.2018 to up to date after installation of a new meter & considering the consumption for the period of 6 to 8 months with its load & non-load periods taking the monthly actual average consumption thereof.
2. The Opposite party is directed not to consider the bill revision for the period already revised earlier and adjust the revision as per law/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 nine month from the date of issue of this order as the case may be.***

Accordingly, the case is disposed of.

  
(B. Mahapatra) 31/07/24

(Co-Opted Member)  
**Co-opted Member**

**Grievance Redressal Forum**  
Final Order in Case No. BRL/4768017  
TPWODL, Burla - 768017

(A.P. Satpathy)

Member (Finance)  
**Member**

**Grievance Redressal Forum**  
TPWODL, Burla - 768017

(A.K. Satpathy)

President  
**President**

**Grievance Redressal Forum**  
TPWODL, Burla - 768017

**Copy to: -**

1. Kusum Barik, At/Po-Tamperkela, Rengali, Dist- Sambalpur.
2. Sub-Divisional Officer (Elect.), Rengali, TPWODL, Sambalpur with the direction to serve one copy of the order to the Complainant/Consumer.
3. Executive Engineer (Elect.), SEED, 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.orerc.org](http://www.orerc.org) under the "head "Cases->"GRF".