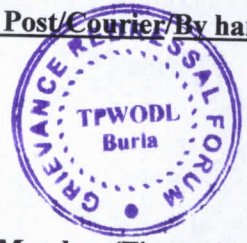


**Grievance Redressal Forum  
TPWODL, BURLA**

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)/ 2069 (4)

Date: 30/09/24

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

1	Case No.	BRL/701/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sebak Garnayak Sakhipada Po/Dist- Sambalpur-768001.		4161-3303-0611	8847875355
3	Respondent/s	SDO(Electrical),Bhutapada, TPWODL			Division S.E.E.D, TPWODL, Sambalpur
4	Date of Application	21.09.2024			
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	21.09.2024			
9	Date of Order	30/09/24			
10	Order in favour of	Complainant <input checked="" type="checkbox"/>	Respondent	Others <input checked="" type="checkbox"/>	
11	Details of Compensation awarded, if any.	NIL			



**Place of Camp:** ESO Office, Bhutapada, TPWODL

**Appeared**

**For the Complainant-** Sebak Garnayak

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



**GRF Case No- BRL/701/2024**

Sebak Garnayak

Sakhipada

Po/Dist- Sambalpur-768001

Consumer No.- 4161-3303-0611

**VRS**

SDO(Elect.), Bhutapada, TPWODL, Sambalpur

**COMPLAINANT**

**OPPOSITE PARTY**

**GIST OF THE CASE**

Sebak Gadnayak has appeared in the hearing on Dt. 21.09.2024 at the camp held at ESO Office, Bhutapada and submitted a written complaint wherein he has stated about NSC issue for his resident situated in Sakhipada in Khata No 593 and submitted photocopy of payment receipt of NSC & its related documents (copy of land ROR & photocopy of Affidavit before Notary).

**SUBMISSION OF OPPOSITE PARTY**

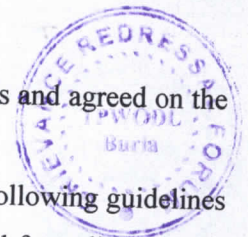
The opposite party has not any relevant relevant documents and w/s in this case.

**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 Debasish Garnayak has applied for NSC and make payment on 02.09.2024 of Rs 4658/- where found the UPAN No. TPW10865047. Sri Sebak Garnayak has appeared before the Forum on 21.09.2024 at camp in Office of ESO, Bhutapada and raised objection for non-release of NSC. In reply, the opposite part has stated that there is outstanding in consumer no. 4161-3303-0611 and unless the clearance to be made with reference to Reg 17(i), the NSC may not be considered which is acceptable by both parties and this Forum also. During the course of interaction, it is seen that the meter sl. no. WLT025364 is available with its reading and after giving p/s came to know that the FMR was 11729 units recorded in the meter and also the meter was handed over to ESO, Bhutapada for its storage upto finalisation of the case and clearance of the dues. As stated by ESO, Bhutapada the meter was removed on 20.09.2024 from the premises of the complainant. The above complainant has been served the actual bill upto kwh reading of "1111" in Nov'2018 where found the meter was effected in billing in Dec'2017. As seen from the records the above complainant was served PL bills since Dec'2018 to Sep'2021 and reading not taken since Oct'2021 to Jul'2022 and raised PL/Avg. bills for the above periods and also found no billing since Aug'2022 on this complainant. The complainant has confessed that in no time the p/s was disconnected but there was regular and continuous p/s to that premises but the meter was removed in Jul'2022. The opposite party has been asked and also accepted that due to non-payment the meter was removed but there was p/s and the complainant has used the p/s on regular basis. In such situation, it is observed that the complainant has consumed the unit of 11729 in between the periods from Dec'2017 to Jul'2022 with IMR as "0" in meter bearing sl. no. WLT025364. Further, the above meter or smart meter may be installed in the mentioned consumer no. for billing purpose and to take steps by opposite party for rectification of the periods and release of new service connection as the complainant has already been paid of Rs 80,000/- on 22.09.2024 out of the arrear stands in consumer no. 4161-3303-0611 keeping



pending balance to be paid after revision as decided during hearing in presence of both parties and agreed on the same by both.



Hence it is the opinion of the Forum that the opposite party is supposed to adopt the following guidelines for rectification of bills, reconnection of P/s and release of NSC after observing departmental formalities meant for the purpose.

- I. Revise the bill for the period from Dec'2017 to Jul'2022 consider the consumption recorded in meter sl. no." WLT025364" taking IMR as "0"kw/h and FMR as "11729"kw/h by spread over readings in between the periods as the readings were not billed and treated as suppressed reading and the date/month of suppressed neither traceable nor confirmed by any of the parties or both to this case.
- II. Raise the bill for the period from Aug'2022 to upto date after either installation of the meter bearing sl. no. WLT025364 or by installing smart meter considering the consecutive 06months reading with its actual average consumption.
- III. Allow suitable instalments to clear the dues on application of the complainant in consumer no. 4161-3303-0611 will show after revision with reference to Sl. no. I & II as requested during hearing by complainant.
- IV. Reconnect the p/s to consumer no. 4161-3303-0611 through meter as mentioned in sl. no.II.
- V. Release the NSC so applied by Debasish Garnayak for which amount deposited on 02.09.2024 of Rs 4,658/- conditionally and on non-payment of dues in consumer no. 4161-3303-0611 may be disconnect the p/s serving notice as per IE Act,2003 u/s 56(i).

### ORDER

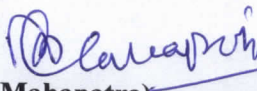
*After careful consideration of hearing and data submitted by both parties the Forum is pleased to pass the Order as follows:-*


1. The Opposite Party is directed to act as per following guidelines:-
  - I. Revise the bill for the period from Dec'2017 to Jul'2022 consider the consumption recorded in meter sl. no." WLT025364" taking IMR as "0"kw/h and FMR as "11729"kw/h by spread over readings in between the periods as the readings were not billed and treated as suppressed reading and the date/month of suppressed neither traceable nor confirmed by any of the parties or both to this case.
  - II. Raise the bill for the period from Aug'2022 to upto date after either installation of the meter bearing sl. no. WLT025364 or by installing smart meter considering the consecutive 06months reading with its actual average consumption.
  - III. Allow suitable instalments to clear the dues on application of the complainant in consumer no. 4161-3303-0611 will show after revision with reference to Sl. no. I & II as requested during hearing by complainant.
  - IV. Reconnect the p/s to consumer no. 4161-3303-0611 through meter as mentioned in sl. no.II.
  - V. Release the NSC so applied by Debasish Garnayak for which amount deposited on 02.09.2024 of Rs 4,658/- conditionally and on non-payment of dues in consumer no. 4161-3303-0611 may be disconnect the p/s serving notice as per IE Act,2003 u/s 56(i).

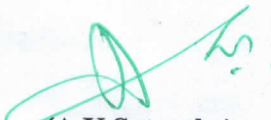


2. The Opposite party is directed not to consider the bill revision for the period revised earlier and adjust the revision as per law/for the period of penalty/in both cases, if any, as applicable as it has not submitted any information for the same.
3. The Opposite party is directed not to consider the bill revision for the period already where the complainant has availed the benefits of OTS scheme and rebate thereof, if any, as applicable as it has 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 into 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, serve 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 at, 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 7 months 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. Sebak Gadnayak, SakhipadaPo/Dist- Sambalpur-768001.
2. Sub-Divisional Officer (Elect.), Bhutapada, 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.orierc.org](http://www.orierc.org) under the “head “Cases->”GRF”.