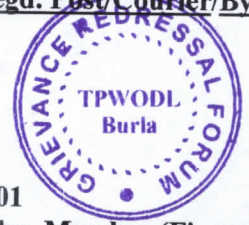


**Grievance Redressal Forum  
TPWODL, BURLA**

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,  
Burla, Jharsuguda, 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)**



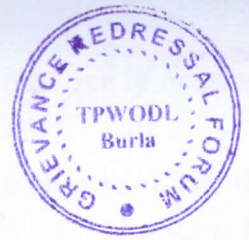
Ref: GRF/Burla/Div/SEED/ (Final Order)/ 1385 (4)

Date: 30/01/2024

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

1	Case No.	BRL/10/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sri Kishan Kedia Main Road, Jharsuguda Dist-Jharsuguda	4135-1105-0719	9439756601	
3	Respondent/s	S.D.O(Electrical)-II Jharsuguda,TPWODL,	Division J.E.D, TPWODL, Jharsuguda		
4	Date of Application	14.12.2023			
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	14.12.2023			
9	Date of Order	30/01/2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

**Place of Camp:** SDO-II Office, JED,TPWODL



**Appeared**

**For the Complainant-** Sri Kishan Kedia

**For the Respondent -** SDO(Elect.)-II,Jharsuguda, TPWODL, Jharsuguda.

**GRF Case No- BRL/10/2024**

(1) Sri Kishan Kedia  
Main Road, Jharsuguda  
Consumer No.- 4135-1105-0719

**COMPLAINANT**

**VRS**

(1) SDO(Elect.)-II,Jharsuguda, TPWODL, Jharsuguda

**OPPOSITE PARTY**

**GIST OF THE CASE**

The Complainant has filed the petition in the name of Sri Kishan Kedia bearing Consumer No **4135-1105-0719** under JED,TPWODL,Jharsuguda and stated about billing dispute.

Hence, the Complainant prayed before the Forum to consider the case.

**SUBMISSION OF OPPOSITE PARTY**

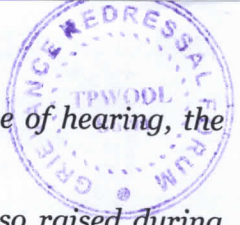
The Opposite Party has submitted PVR dtd. not mentioned and w/s in this case.

**OBSERVATION**

The case is pursued with all documents available in record and merit of the case. On examining the case in details, the Forum observed that the complainant is a domestic consumer having CD 3kw with initial date of p/s 03.01.2009 with billing status-Disconnected as seen from the FG data base. The above complainant has been served actual bill upto billing month Oct'2019 with kwh reading "12035" in reference to consumption recorded in meter sl. no."369213". Since Nov'2019 to Jul'2023 the above complainant was served PL bills and from Aug-Sep'2023, DC is continuing. During the course of hearing, the complainant has stated that there was no power supply in that premises and no use of power also and the house is in damaged condition. In PVR dtd.(not mentioned by opposite party), it is declared that the power supply was in DC since Nov'2019 and also meter defective as well as the house is semi damaged condition. The opposite party has submit the joint verification report conducted by ESO & Commercial Officer,Sarbahal and agreed on the statement as in PVR. The opposite party (SDO-II,JSG) has also submitted the w/s with the remarks that the declaration in PVR and joint verification is correct with the remarks to withdraw the billing from Nov'2019 to Aug'2023. Considering all the material facts this Forum believes that neither there was power supply nor the complainant utilise the power supply but due to negligence of opposite party LTB6 has not been given in billing data base and for that reason PL bills were served since Nov'2019 to Jul'2023 due to which arrear stand increased and the complainant is not liable to pay the billing amount for above periods.

Hence, the Forum is in the opinion that the Opposite party is liable to revise the bill by withdrawing the billing so raised during Nov'2019 to Jul'2023(06.08.2023) including DPS as applicable but fixed cost to bear by the complainant and on application of the complainant for PLD action may be taken at your end and stop levying FC since that date with declaration of PLD and giving effect in billing data base.

**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 by withdrawing the billing so raised during Nov'2019 to Jul'2023(06.08.2023) including DPS as applicable but fixed cost to be borne by the complainant and on application of the complainant for PLD, action may be taken at your end and stop levying FC since that date with declaration of PLD and giving effect in billing data base with due certification & confirmation by EE, JED, Jharsuguda.
2. The Opposite party is directed not to consider the bill revision for the period already revised earlier/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 avail the new service connection as requested.
7. **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)

Grievance Redressal Forum  
TPWODL, Burla - 768017

(A.P. Sahu)  
Member (Finance)

Grievance Redressal Forum  
TPWODL, Burla - 768017

(A.K.Satpathy)  
President

Grievance Redressal Forum  
TPWODL, Burla - 768017

- Copy to: - (1) Sri Kishan Kedia, Main Road, Jharsuguda, Dist-Jharsuguda.  
(2) Sub-Divisional Officer (Elect.)-II, Jharsuguda, TPWODL, Jharsuguda with the direction to serve one copy of the order to the Complainant/Consumer.  
(3) Executive Engineer (Elect.), SEED, TPWODL, Jharsuguda.  
(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:Bhoingar, 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".