

## Grievance Redressal Forum

TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,  
Burla, Sambalpur, Pin- 768017Email: [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/DED/ (Final Order)/ 1729 (4)

Date: 30/04/24

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

1	Case No.	BRL/147/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Narayan Pandil Represented by Trilochan Pandil At/Po-Budhapal Dist- Deogarh-768108		4140-0103-1467	7077209390
3	Respondent/s	EE(Electrical), DED, TPWODL, Deogarh			Division D.E.D, TPWODL, Deogarh
4	Date of Application	08.02.2024			
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	22.03.2024			
9	Date of Order	30/04/24			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

**Place of Camp:** ESO Office, Budhupal, TPWODL, Deogarh.



**Appeared**

**For the Complainant-** Narayan Pandil

Represented by Trilochan Pandil

**For the Respondent -** EE(Elect.), DED, TPWODL, Deogarh.

**GRF Case No- BRL/147/2024**

Narayan Pandil

C/o-Trilochan Pandil

At/Po-Budhupal

Dist- Deogarh.

Consumer No.- 4140-0103-1467

**COMPLAINANT**

**VRS**

EE(Elect.), DED, TPWODL, Deogarh

**OPPOSITE PARTY**

**GIST OF THE CASE**

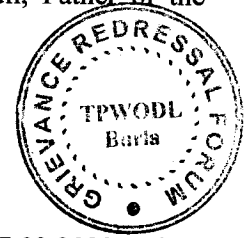
Sri Trilochan Pandil appeared before this Forum on 22.03.2024 in the GRF Camp held at the Office of ESO, Budhupal. Sri Pandil had earlier given a written petition on Dt.01.02.2024 which has been received by office of President GRF, Burla on 07.02.2024 and subsequently this office issued notice to the complainant as well as opposite party i.e., E.E, DED, Deogarh vide office letter No 16(3) Dt.02.03.2024 to appear before this Forum on 11.03.2024. Thereafter both parties requested this Forum take up said hearing at its Camp at Office of ESO, Budhupal on its subsequent Camp there.

For the month of March 2024, a camp was scheduled at Office of ESO, Budhupal on 22.03.2024 and accordingly both parties were intimated to appear for the said hearing.

**HEARING**

1. On 22.03.2024 at its Camp at ESO, Budhupal both the parties attended, their attendance has been recorded. At the time of hearing the complainant stated that in the year 2017 his father Late Narayan Pandil was sanctioned a Deep Bore Well point of 4HP in Biju Krushak Yojana (Deep Bore Well Point). Accordingly, he dug a Borewell. After one year of digging the Borewell power supply was connected to his borewell. After one year of connection of power supply while installing the Motor & Starter both the Motor and Starter were burnt. He has informed this to the Electric Department, but they did not take any steps. So after Dt.12.01.2017 he was not used any equipment.
2. He was written a letter to ESO, Budhupal regarding this on 17.04.2018 which has been duly received by Office of ESO. But even without any motor he was supplied with Electric Bills.
3. He has written an application to ESO, Budhupal, TPWODL on Dt.12.12.2022 where he has mentioned that he was getting bills even without power supply to his point and he has also made a payment of Rs.2500.00 on 16.03.2020. In his letter he has stated that on 17.04.2018 his father has written letter to the ESO, Budhupal regarding this. This letter of Sri Trilochan Pandil has also been duly received by the office of ESO, Budhupal wherein it is mentioned that " earlier there was no power supply to the Borewell point since 2020. Power supply was given on 12.12.2022."
4. Further Sri Trilochan Pandil had written another letter on 22.03.2023 to SDO, TPWODL, Deogarh which was received by SDO Office on 27.03.2023 wherein he has stated that on 12.12.2022 power supply was connected to his borewell point but due to arrear the power supply was disconnected on 02.02.2023. On 11.02.2023 he tried to pay Rs.3000.00 but the ESO did not accept this amount & did not reconnect his power supply.

5. He was further written another letter to SDO, Deogarh on 20.05.2023 which was received on 27.05.2023.
6. Finally, he wrote a letter stating his grievance to GRF, Burla on 01.02.2024 which was received by this office on 07.02.2024 and accordingly this hearing is being conducted.
7. Sri Trilochan Pandil has submitted the following in support of his grievance-
  - i. Copies of bills Dt.12.12.2022 where the arrear a=outstanding is shown as Rs.18754.00. In this bill the last payment has been mentioned that on 16.03.2020 Rs.3500.00 has been paid.
  - ii. Copy of receipt of payment of Rs.2500.00 on 16.03.2020.
  - iii. Copy of letter Dt.17.04.2024 written to ESO, Budhupal by Sri Narayan Pandil, Father of the complainant.
  - iv. Copy of letter Dt.12.12.2022 to ESO.
  - v. Copy of letter Dt.22.03.2023 to SDO, Deogarh.
  - vi. Copy of letter D. 20.05.2023 to SDO, Deogarh.
  - vii. Copy of AD of Regd, letter on above receipt by office of SDO, Deogarh on Dt. 27.03.2023 and on Dt.27.05.2023.



### SUBMISSION OF OPPOSITE PARTY

The Opposite Party has submitted

- i. The Ledger Abstract of the consumer No 4140-0103-1467 from Aug 2017 to July 2023. Wherein the date of power supply has been mentioned as 20.07.2017 and arrear outstanding as on July 2023 is Rs.20371.75.
- ii. Copy of PVR made on Dt.30.01.2022 for consumer No 4140-0103-1467, Sri Narayan Pandil wherein the ESO,Budhupal has mentioned that Meter SI No TPU02006 status found OK. Average bill may be revised up to Nov 2022 and power supply has been given on 12.12.2022. Here the date of verification is wrongly written as 30.01.2022, it ought to be 30.01.2023 (From FG records also the meter installation date is found to be 17.05.2022 for meter No TPU020006).
- iii. The opposite party also mentioned that it is case under ECL category and hence this Security Deposit has already been adjusted.

### OBSERVATION

*From the statement & submission of documents by both the parties this Forum observed that*

1. Form records it is found that the initial date of power supply to the consumer No 4140-0103-1467 is 20.07.2017 with a CD of 3KW and tariff being LT-IPA without any meter. So, the billing was with L.F basis and in Average. A meter was installed on 17.05.2022.
2. Subsequently the bills were generated on average basis & served to the consumer up to April 2022.
3. The consumer was lodged various complain regarding non-operation of his LI Point and has disputed the bill so raised on average basis. Due to burnt of equipment the borewell point remained non operational from 12.01.2017 as per the 1<sup>st</sup> latter of the consumer on Dt.17.04.2018. On this date also the Power supply was disconnected. The opposite party has generated bill from Aug 2014 on average basis without any meter.
4. As the power supply remained disconnected the consumer has approached the opposite party several times for reconnection. The opposite party had insisted on the payment of arrears. Eventually the consumer made a payment of Rs.2500.00 on 16.03.2020. But the Power supply was not reconnected.

5. A meter was installed on 17.05.2022 but then also the power supply was not restored. From records the reading of the meter SI No TPU020006 on 18.01.2023 is found to be 10KWh. So the claim of the consumer that Power supply was connected to the point on 12.12.2022 seems convincing. This has also been duly enolized by the opposite party vide its PVR Dt. 30.01.2023 (Wrongly written ass 30.01.2022 in the PVR). Surprisingly there is no mention of any CMR in the PVR which this Forum has observed with dissatisfaction. Whenever any PVR is made there should be mentioned of CMR without fail. Hence, this Forum warns the opposite party to note this and not to make such lapses anymore.

Further, regulation 49(I) & 49(II) to be taken care by this Forum and found that the opposite party has not communicated anything regarding termination of agreement, removal of service line/other installation and about dismantle etc to the complainant & treat it as a ECL consumer without rectifying the bills so served & for that outstanding is showing in the above consumer but adjusted the SD amount for which no communication has been done by opposite party with complainant. As observed the bills were served even if there was no power supply & no use of power supply by the complainant. The opposite party has not served the actual bill basing on the meter reading despite request of the complainant & also not rectified the bill & disconnect the power supply to be treated as forceful disconnection in a unlawful manner. As observed no opportunity has been given by opposite party to complainant & decision taken accordingly might be incorrect. In such situation the Forum feels that the initial date of power supply be taken as 12.12.2022 and all the bill generated prior to this date be withdrawn and all the payments made by the consumer prior to the date may be adjusted in subsequent billing and the SD has been adjusted against the outstanding arrear consider under ECL category, further demand note be furnished to the complainant for SD and after full clearance of all the revised bill made as per the above order along with the fresh Security Deposit as demanded as per law, the power supply may be connected back to the consumer for further regular use and continued the consumer number accordingly.

### ORDER

*After careful examination of all statements and records, this Forum is pleased to pass the Order that-*

1. As is evident from the records and statements of both the parties, the initial date of power supply be taken as 12.12.2022 and all the bill generated prior to these date be withdrawn and all the payments made by the consumer prior to the date may be adjusted in subsequent billing.
2. As the opposite party stated that the SD has been adjusted against the outstanding arrear considering under ECL category, further demand note be furnished to the complainant for SD and after full clearance of all the revised bill made as per the above order along with the fresh Security Deposit as demanded as per law, the power supply may be connected back to the consumer for further regular use and continued the consumer number accordingly.
3. The opposite party is advised to be sensitive towards Agricultural consumer and arbitrary levying of outstanding arrear without giving power supply.
4. 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.

5. 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.
6. 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.
7. 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.
8. 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.
9. *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)

(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. Narayan Pandil, C/o-Trilochan Pandil At/Po-Budhapal, Dist- Deogarh.
2. Sub-Divisional Officer (Elect.), Deogarh,TPWODL, Deogarh with the direction to serve one copy of the order to the Complainant/Consumer.
3. Executive Engineer (Elect.), DED, TPWODL, Deogarh.
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".