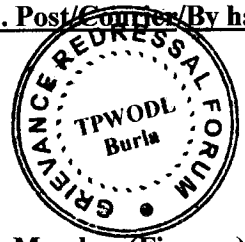


**Grievance Redressal Forum  
TPWODL, BURLA**

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

Email: [grf.burla@tpwesternodisha.com](mailto:grf.burla@tpwesternodisha.com), Ph No.0663-2999601

**Bench: A.K.Satapathy, President B.Mahapatra (Co-opted Member) and A.P.Sahu, Member (Finance)**

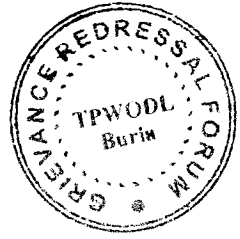


Ref: GRF/Burla/Div/DED/ (Final Order)/ 1742 (4)

Date: 31/05/24

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

1	Case No.	BRL/347/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sanjay Ku Agrawalla (Consumer) C/O-Deepak Ku Agrawalla (Brother) At-Tileibani Po/Ps-Deogarh Dist-Deogarh	4140-0110-0385	8114696186	
3	Respondent/s	E.E, DED. Deogarh, TPWODL & S.D.O (E),Deogarh		Division D.E.D, TPWODL, Deogarh	
4	Date of Application	25.04.2024			
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	25.04.2024			
9	Date of Order	31/05/24			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			



**Appeared**

**For the Complainant-** Sanjay Ku Agrawalla  
Represented by Deepak Ku Agrawalla (Brother)

**For the Respondent -** E.E, DED, Deogarh, TPWODL  
&  
S.D.O (E), Deogarh.

**GRF Case No- BRL/347/2024**

Sanjay Ku Agrawalla  
C/O- Deepak Ku Agrawalla (Brother)  
At-Tileibani  
Po/Ps-Deogarh  
Dist-Deogarh  
Consumer No.- 4140-0110-0385

**COMPLAINANT**

**VRS**  
E.E, DED, Deogarh, TPWODL  
&  
S.D.O (E), Deogarh.

**OPPOSITE PARTY**

**GIST OF THE CASE**

Deepak Ku Agrawalla on behalf of Sanjay Ku Agrawalla appeared on Dt. 25.04.2024 at the camp held at Division Office, DED, Deogarh and submitted a written complaint wherein he has stated that "his Godown was demolished during Jan 2018 due to NH 49 widen and his land is acquired. The said supply was disconnected during Jan 2018 as the land was acquired by NHAI. He has request for a new connection and wave out the bill generated from Jan 2018 to Mar 2021."

**SUBMISSION OF OPPOSITE PARTY**

The opposite party has submitted billing abstract from Jun-2002 to Mar-2021, no PVR or written statement has been submitted in this case. Photocopy of Land acquisition and compensation paid by concern authority is submitted by complainant.

**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-GP consumer having CD 5KW with date of initial power supply 18.03.2002 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute with prayer to revise the bill. As seen from the records the billing status as bill-stopped and LD of power supply since Oct-2019 & no billing since Oct-2019 to March-2021 and continued till date. This Forum has gone through the W/S file by E.E, DED, Deogarh and found that the land has been occupied by NHAI for widening of National Highway where also reported that there is no meter & cable at site at present. Further, the opposite party has also clear that the SD amount of Rs.15056.16 has already been adjusted in Dec-2021. During hearing the complainant has stated that the Godown in that land was demolished during Jan 2018. In this regard the complainant has submitted the copy of the letter of Tahasildar cum Land Acquisition Officer (NH-6(49)), Deogarh about compensation of Rs. 2466430.00as well as notice for hand over & possession thereon by Sri Agrawal. However, no other documents have been produced by the complainant to this Forum but fact of disconnection due to highway widening cannot be avoided. As seen an amount of Rs.49233.87 was outstanding on the above complainant up to billing month Feb 2018 & thereafter bill were generated on real basis although there was no use of power supply for the period from March 2018 to Sept 2019 & the Forum believes

there was power supply up to Feb 2018 but the bills were served despite disconnection to be treated as irregular & illegal. The opposite party has also agreed on the disconnection and suggest to withdraw the billings. Hence, revision is required to settle the billing dispute. During hearing the complainant has express the displeasure on non-release of NSC but the opposite party keep it pending due to outstanding on the complainant with reference to Regulation 17(i).

Hence it is the opinion of the Forum that the opposite party is liable to revise the bill by withdrawing the total billing from March-2018 to Sept-2019 and collect the outstanding amount of Rs.49233.87 to settle the grievance of the complainant & the complainant is supposed to pay the above amount to the opposite party for obtaining clearance as well as the opposite party will treat it as PLD consumer since March 2018. Further, after clearance of the due s the NSC to be released to the complainant observing Departmental formalities.

### ORDER

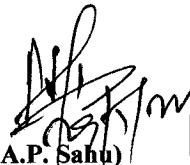
*After careful consideration of hearing and data submitted by both parties the Forum is pleased to pass the Order as follows.*

1. The Opposite Party is directed to revise the bill by withdrawing the total billing from March-2018 to Sept-2019 and collect the outstanding amount of Rs.49233.87 to settle the grievance of the complainant & the complainant is supposed to pay the above amount to the opposite party for obtaining clearance as well as the opposite party will treat it as PLD consumer since March 2018. Further, after clearance of the due s the NSC to be released to the complainant observing Departmental formalities.
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 avoid disconnection.
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**



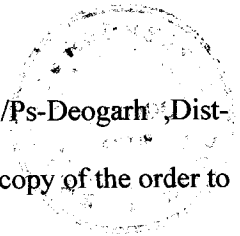
**(A.P. Sahu)**  
**Member (Finance)**  
**Member**  
**Grievance Redressal Forum**  
**TPWODL, Burla - 768017**



**A.K. Satapathy**  
**(President)**  
**President**  
**Grievance Redressal Forum**  
**TPWODL, Burla - 768017**

**Copy to: -**

1. Sanjay Ku Agrawalla, C/O- Deepak Ku Agrawalla (Brother), At-Tileibani, Po/Ps-Deogarh, Dist-Deogarh
2. Sub-Divisional Officer (Elect.) Deogarh, TPWODL, 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”. )

*[Handwritten initials]*