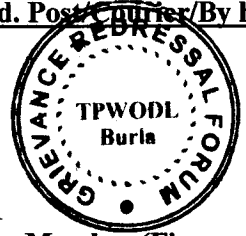


**Grievance Redressal Forum  
TPWODL, BURLA**

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)/ 8134

Date: 30/06/24

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

1	Case No.	BRL/433/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		M/s Kashinath Trust C/o- Ajay Kumar Dash At/Po- Municipality Chowk, Dist- Sambalpur.		4161-3104-0302	8917504100
3	Respondent/s	SDO(Electrical),Bhutapada , TPWODL		Division S.E.E.D, TPWODL, Sambalpur	
4	Date of Application	01.06.2024			
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	11.06.2024			
9	Date of Order	30/06/24			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

**Place of Camp:** GRF Office, TPWODL, Burla.

**Appeared**

**For the Complainant-** M/s Kashinath Trust

Represented by Sri Ajay Ku. Dash

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



**GRF Case No- BRL/433/2024**

(1) M/s Kashinath Trust  
C/o- Ajay Kumar Dash  
At/Po- Municipality Chowk,  
Dist- Sambalpur  
Consumer No.- 4161-3104-0302

**COMPLAINANT**

**VRS**

(1) SDO(Elect.) Bhutapada, TPWODL, Sambalpur

**OPPOSITE PARTY**

**GIST OF THE CASE**

The Complainant has filed the petition in the name of M/s Kashinath Trust bearing Consumer No **4161-3104-0302** represented by Sri Ajay Kumar Dash under SEED, TPWODL, Sambalpur stated about his bill was wrong. Required to revise or correct it. After which he will make payment and reconnect his existing p/s and also allow him for new service connection and submitted the payment receipt made through online for Rs 6268/- and copy of an affidavit executed by land owner.

Hence, the Complainant prayed before the Forum to consider the case for revision/rectification.

**SUBMISSION OF OPPOSITE PARTY**

The Opposite Party has not submitted any relevant documents in this case but in e-mail dtd. 07.06.2024 intimated to this Forum not to appear on 11.06.2024 due to maintenance work at that time but ongoing festival of Sital Sasthi. However, the opposite party yet not submitted any relevant documents/w/s although more than 15days has been expired from the date of hearing on 11.06.2024 to be treated as deliberately not responding to the Forum.

**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 0.5KW with date of initial power supply 01.01.1990 having billing status as bill stopped as seen from FG/Samadhan App. The complainant has raised objection on billing dispute and expressed displeasure for non-consideration of RC or non-release of new service connection with prayer to revise the bill as well as consideration of either RC or release of new service connection. PL/Avg. bills were served from Feb'2001 to Mar'2003 except actual bill in Nov'2001 with kwh reading as "29" with billing unit "19" as per recorded consumption in meter sl. no."315221". It is seen that bill revision has already been done and credit has been given to the consumer in Mar'2003 for Rs 15916.06/- and leaving an outstanding balance of Rs 798/- to be treated as correct. Since, Apr'2003 to Oct'2009 bills were served on actual basis except PL bills from May'2005 to Aug'2005 keeping an arrear amount of Rs 50961.83/- where found all the PL bills has not been withdrawn from billing after serving actual bill in Sep'2005. During Dec'2008 to Dec'2012 served the bills as PL and Average with very less consumption and since Jan'2013 no bill was generated to till date and fixed charges also was not levied during above periods. The outstanding up to billing month Aug'2021 was Rs 52,151.17/- subject to confirmation after revision but without fixed cost since Jan'2013 to till date. During the course of hearing the consumer has agreed to pay the dues on the above consumer no. and

approached for reconnection of p/s and with immediate effect the complainant agreed to pay Rs 30,000/- and the balance after revision through 02 nos of instalments along with DCRC fees as well as upto date security deposit.

As the opposite party has not submitted the PVR, w/s etc required for the purpose and to avoid delay this Forum prefers to pass the order as ex-parte with warning to the opposite party not to repeat the same henceforth.

Hence it is the opinion of the Forum that the opposite party is liable to revise the bill for the period from May'2005 to Sep'2005 taking IMR as "5492" and FMR as "6834" in reference to consumption recorded in recorded in meter sl. no."315221" and levy the fixed cost for the period from Jan'2013 to up to date and confirmed the updated outstanding. Out of updated outstanding accept Rs 30000/- along with required security deposit and DCRC fees to reconnect the p/s to the complainant and the balance amount to be paid by the complainant in 02nos. of equal instalments consecutively. On failure of any payments leads to non-compliance of the direction and the opposite party is having the liberty to disconnect the p/s without any further notice thereon.

### **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 for the period from May'2005 to Sep'2005 taking IMR as "5492" and FMR as "6834" in reference to consumption recorded in recorded in meter sl. no."315221" and levy the fixed cost for the period from Jan'2013 to up to date and confirmed the updated outstanding.*
- 2. The opposite party is directed to reconnect the p/s after receiving Rs 30000/- out of total outstanding as per calculation with reference to the direction given in sl. no.01 along with DCRC fees and update security deposit as per applicability and also allow 02nos of equal instalments for balance amount and on non-compliance any of the direction, DC the p/s without serving further notice to the complainant. The current bill to be collect on regular basis.*
- 3. The complainant is directed to deposit of Rs 30000/- out of total outstanding as per calculation with reference to the direction given in sl. no.01 along with DCRC fees and update security deposit as per applicability and also clear the dues through 02nos of equal instalments for balance amount to avoid DC the p/s without serving further notice, by the opposite party. The current bill to be paid on regular basis.*
- 4. 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.*
- 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.*

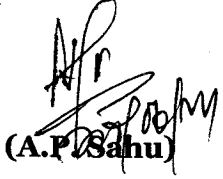
6. The Opposite Party is directed to serve the revised energy charges bill with revised due date within 30 days from the receipt of this Order, duly considering the applicable tariff during the period, taking in to account the adjustments, if any, and adjustment for the payments made by the complainant and ensure payment thereof.
7. 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)  
**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)** M/s Kashinath Trust, C/o- Ajay Kumar Dash, At/Po- Municipality Chowk, Dist- Sambalpur.

**(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.orerc.org](http://www.orerc.org) under the "head "Cases->"GRF".