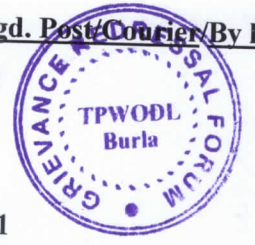


## Grievance Redressal Forum

TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,  
Burla, Bargarh, Pin- 768017Email: [grf.burla@tpwesternodisha.com](mailto:grf.burla@tpwesternodisha.com), Ph No.0663-2999601

Bench: A.K.Satapathy, President B.Mahapatra (Co-opted Member)



Ref: GRF/Burla/Div/SEED/ (Final Order)/ 138041

Date: 30/01/2024

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

1	Case No.	BRL/5/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sri Bijay Poddar Bhagwat Mandir Gali Dist-Sambalpur	4161-3411-0234	9861246827	
3	Respondent/s	S.D.O (E), Bhutapada	Division S.E.E.D, TPWODL, Sambalpur		
4	Date of Application	06.01.2024			
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	06.01.2024			
9	Date of Order	30/01/2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

SDO- Bhutapada

Place of Camp: SDO Office, Bhutapada, TPWODL



**Appeared**

**For the Complainant-** Sri Bijay Poddar

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

**GRF Case No- BRL/5/2024**

**COMPLAINANT**

(1) Sri Bijay Poddar  
Bhagwat Mandir Gali  
Dist-Sambalpur  
Consumer No.- 4161-3411-0234

**VRS**

**OPPOSITE PARTY**

(1) SDO (Electrical), Bhutapada, TPWODL.

**GIST OF THE CASE**

Sri Bijay Poddar bearing Consumer No 4161-3411-0234 is a domestic consumer with CD 3KW and date of supply release is 05.04.2012. He claims that his house was closed since 2019 and since then the house is closed.

He requests to revise the electric bill which is abnormal during the period 2019 to till date. The present billing status as seen from consumer history is Ghost.

**SUBMISSION OF OPPOSITE PARTY**

The Opposite Party has submitted the consumer history from 05.04.2012 to 26.012.2023 and a PVR carried on 05.01.2024 and the officer RCM TPWODL submitted that the house is locked & there is no display in the Single-Phase meter.

**OBSERVATION**

After hearing the statements of both parties and submission made by them it is found that

- The exiting Meter No WCG8874 has no display on 05.01.2024. The said meter was continuing in the premises since Nov 2015.
- The meter reading was 20779 in Sept 2020 and 1948 in May 2020, So it is seen that 937 units is the consumption from June to Sept 2020 i.e. monthly consumption @235/month.
- There after provisional billing continues @308, 727, 209, 216 etc arbitrarily from Oct 2021 to May 2023.
- As reported by TPWODL there is a record of disconnection on 27.03.2021 and bill has been stopped from July 2023.
- Further the consumer intends not to resume supply and clear the final bill after due revision.

So, it is concluded that the exiting meter No WCG8874 has got defective from Sept 2020. The bill needs revision from Oct 2020 to till date.



**ORDER**



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

The opposite party is directed to revise the bill from Oct-2020 up to Dec-2023 as below: -

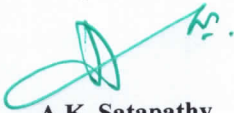
1. From Oct 2020 to 27.03.2021 @235 units/months
2. From 27.03.2021 to till date i.e. Dec 2023, the premises is disconnected. So only fix charges as per law it to be billed.
3. The Opposite party is directed not to consider the bill revision for the period already revised earlier/for the period of penalty/in both cases if any as applicable as not submitted any information for the same.
4. 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.
5. 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.
6. 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.
7. 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.
8. **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)

(Opposite Member)

Grievance Redressal Forum  
Copy to: Burla - 768017

  
A.K. Satapathy  
(President)

Grievance Redressal Forum  
TPWODL, Burla - 768017

1. Sri Bijay Poddar, Bhgwat Mandir Gali, 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.orierc.org](http://www.orierc.org) under the "head "Cases-> "GRF". )