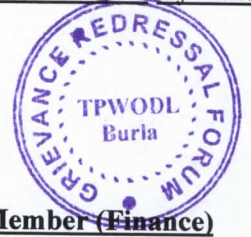


Grievance Redressal Forum  
TPWODL, BURLAQuarter No: SD-6/2, Sourav Vihar, Near NAC College,  
Burla, Bargarh, Pin- 768017Email: [grf.burla@tpwesternodisha.com](mailto:grf.burla@tpwesternodisha.com), Ph No.0663-2999601

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



Ref: GRF/Burla/Div/JED/ (Final Order)/ 144201

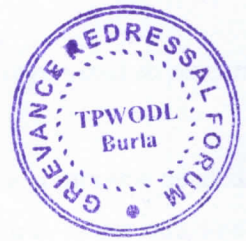
Date: 23/02/2024

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

1	Case No.	BRL/61/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sri Bhaja Bora At-Balijory, Oram Pada Po-K M Road Dist-Jharsuguda-768204	4131-2308-0436	9439646645	
3	Respondent/s	SDO-I(Electrical), Jharsuguda	Division J.E.D, TPWODL, Jharsuguda		
4	Date of Application	13.10.2023			
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	13.10.2023			
9	Date of Order	23/02/2024			
10	Order in favour of	Complainant <input checked="" type="checkbox"/>	Respondent	Others <input type="checkbox"/>	
11	Details of Compensation awarded, if any.	NIL			

President  
Grievance Redressal Forum  
TPWODL, Burla - 768017





appeared

**For the Complainant-** Sri Bhaja Bora

**For the Respondent -** SDO-I(Electrical), Jharsuguda

**GRF Case No- BRL/61/2024**

Sri Bhaja Bora  
At-Balijory, Oram Pada  
Po- K M Road  
Dist-Jharsuguda -768204  
Consumer No.- 4131-2308-0436

**COMPLAINANT**

**VRS**

**OPPOSITE PARTY**

SDO-I(Electrical), Jharsuguda

**GIST OF THE CASE**

Sri Bhaja Bora is the complainant who appeared on Dt. 13.10.2023 at the camp held on ESO Office -3 under SDO-I Jharsuguda and submitted a written complaint wherein he has stated that electric bill may be revise for the disconnected period i.e., from 16.10.2020 to 30.06.2023 & request to rectify/revise the same.

**SUBMISSION OF OPPOSITE PARTY**

The Opposite Party has submitted PVR carried on 29.08.2023 where it is found that the meter status is OK with CMR 126KWh & meter SL No is 300080320 with remark given by concern authority that "power supply was disconnected for the period 16.10.2020 to 30.06.2023 so bill may be revised as per disconnected period."

**OBSERVATION**

The case is persued 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-DOM consumer having CD 2KW with date of initial power supply 25.02.2016 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute. In PVR Dt.29.08.2023 of ESO, Kacheri Road it was mentioned that the power supply was disconnected for the period from 06.10.2020 to 30.06.2023 with prayed to revise the bill where it is seen that the complainant has deposited of Rs.177.00 on 30.06.2023 towards RC fees but no DC fees has been seen hence the date of DC could not be ascertained by the Forum although in PVR the date was 06.10.2020 without submitting the proof of it. If the DC date was correct then it is astonished by the Forum that how the consumer has live without power supply for such periods. The meter SI No 300080320 was installed on 23.07.2023 with IMR '1' & MF '1'. To settle the above dispute required special verification & if applicable bill revision also.

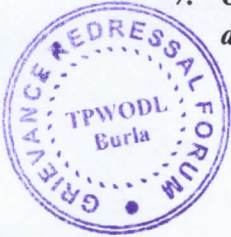
Hence it is the opinion of the Forum that the opposite party will resolved the dispute after conducting special verification by a committee headed by E.E, JED, Jharsuguda consisting of concern SDO, ESO, AOC, AOT/Line man etc & as per outcome of the report either withdraw the billing for the LD period as mentioned in the PVR or otherwise revise the bill with reference to Regulation 155 considering six month consumption & its monthly/daily actual average consumption thereof.

**ORDER**

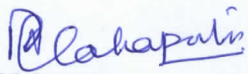


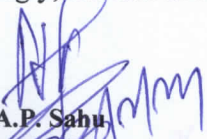
After careful consideration of hearing and data submitted by both parties the Forum is pleased to pass the Order as follows.


1. The Opposite Party will resolve the dispute after conducting special verification by a committee headed by E.E, JED, Jharsuguda consisting of concern SDO, ESO, AOC, AOT/Line man etc & as per outcome of the report either withdraw the billing for the LD period as mentioned in the PVR or otherwise revise the bill with reference to Regulation 155 considering six-month consumption & its monthly/daily actual average consumption thereof.
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 seven 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. Satapathy**  
(President)  
Grievance Redressal Forum  
TPWODL, Burla - 768017

- Copy to:-
1. Sri Bhaja Bora, At-Balijory, Oram Pada, Po-K. M Road, Dist-Jharsuguda-768204
  2. Sub-Divisional Officer (Elect.)-I Jhaarsuguda, TPWODL, Jharsuguda with the direction to serve one copy of the order to the Complainant/Consumer
  3. Executive Engineer (Elect.), JED, 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: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". )