

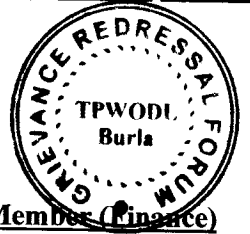
## Grievance Redressal Forum

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



Ref: GRF/Burla/Div/DED/ (Final Order)/2109(4)

Date: 30.10.2024

Present:

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

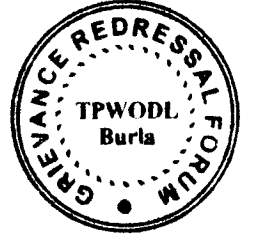
1	Case No.	BRL/643/2024																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Ashok Kumar Pradhan At-Niktimal, Po-Suguda Dist-Deogarh-768108		4141-1424-0350	9777688107																																
3	Respondent/s	S.D.O (Elect),Deogarh			Division D.E.D, TPWODL, Deogarh																																
4	Date of Application	11.09.2024																																			
5	In the matter of-	<table border="1"> <tr> <td>1. Agreement/Termination</td> <td>X</td> <td>2. Billing Disputes</td> <td>√</td> </tr> <tr> <td>3. Classification/Reclassification of Consumers</td> <td>X</td> <td>4. Contract Demand / Connected Load</td> <td>X</td> </tr> <tr> <td>5. Disconnection / Reconnection of Supply</td> <td>X</td> <td>6. Installation of Equipment &amp; apparatus of Consumer</td> <td>X</td> </tr> <tr> <td>7. Interruptions</td> <td>X</td> <td>8. Metering</td> <td>X</td> </tr> <tr> <td>9. New Connection</td> <td>X</td> <td>10. Quality of Supply &amp; GSOP</td> <td>X</td> </tr> <tr> <td>11. Security Deposit / Interest</td> <td>X</td> <td>12. Shifting of Service Connection &amp; equipments</td> <td>X</td> </tr> <tr> <td>13. Transfer of Consumer Ownership</td> <td>X</td> <td>14. Voltage Fluctuations</td> <td>X</td> </tr> <tr> <td colspan="4">15. Others (Specify) -X</td> </tr> </table>				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			
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	<table border="1"> <tr> <td>1. OERC Distribution (Conditions of Supply) Code,2019</td> <td>√</td> </tr> <tr> <td>2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004</td> <td></td> </tr> <tr> <td>3. OERC Conduct of Business) Regulations,2004</td> <td></td> </tr> <tr> <td>4. Odisha Grid Code (OGC) Regulation,2006</td> <td></td> </tr> <tr> <td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004</td> <td></td> </tr> <tr> <td>6. Others</td> <td></td> </tr> </table>				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																					
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	11.09.2024																																			
9	Date of Order	29.10.2024																																			
10	Order in favour of	Complainant	√	Respondent	Others																																
11	Details of Compensation awarded, if any.	NIL																																			

**Place of Camp:** ESO Office, Tileibani, TPWODL, Deogarh

**Appeared**

**For the Complainant-** Ashok Kumar Pradhan  
C/O-Hrudanand Bhoi

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



**GRF Case No- BRL/643/2024**

Ashok Kumar Pradhan  
At-Niktimal, Po-Suguda  
Dist-Deogarh  
Consumer No-4141-1424-0350

**VRS**

SDO(Electrical), Deogarh, TPWODL.

**COMPLAINANT**

**OPPOSITE PARTY**

**GIST OF THE CASE**

Ashok Kumar Pradhan has appeared in the hearing on Dt. 11.09.2024 at the camp held at ESO Office, Tileibani and submitted a written complaint wherein he has stated that "line was disconnected on 31.03.2006 but till now bills were generated so arrear is increased" & requested to revise/rectify the same.

**SUBMISSION OF OPPOSITE PARTY**

The opposite party has submitted billing abstract from June 2003 to Jan-2022, a PVR carried out on 25.09.2024 and written statement in this case.

**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 of 1KW with date of initial power supply on Dt.08.05.2003 through meter SL No 919279 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute as mentioned in GIST with prayer to revise the bill. PL/Act bills were served to the complainant for the period from date of power supply to Feb-2008 keeping pending few PL bills for adjustment & since March 2008 to Jan 2022 bills were served on PI/Avg basis and the power supply was disconnected from Feb 2022 where it is found that no bills has been raised for the above periods. The complainant has claimed that the power supply was disconnected on 31.03.2006 but was not able to submit any evidence in its support and as per representation the billing has been stopped since Feb 2022. As billing has been raised on actual meter reading in Feb 2008 to be considered as there was power supply in that premises up to the above period and hence the claim of disconnection of power supply since 31.03.2006 may not be acceptable. This Forum has gone through the W/S of opposite party and where it is found that nothing has been submitted in regards to disconnection of power supply. In such situation the Forum feels that a special enquiry is required by forming a committee in division level consisting of Executive Engineer, DFM (Commerce), SDO, ESO, AOC/AOT and a lineman who will verify the matter and to submit the report by which action will be taken by opposite party for bill revision & settlement of the dispute.

Hence it is the opinion of the Forum that the opposite party is liable to withdraw the PL bills yet pending during the period from date of Power supply to Feb 2008 & also form a committee consisting of Executive Engineer, DFM (Commerce), SDO, ESO, AOC/AOT and a lineman who will verify the matter and to submit the report and with reference to the enquiry report bill revision to be taken care by opposite party to settle the billing dispute as per law along with consideration of DPS so levied accordingly.

## ORDER

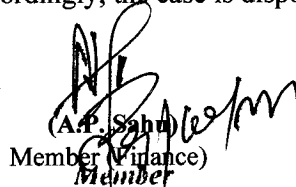
After careful consideration of hearing and data submitted by both parties the Forum is pleased to pass the Order as follows.

1. The Opposite Party is directed to withdraw the PL bills yet pending during the period from date of Power supply to Feb 2008 & also form a committee consisting of Executive Engineer, DFM (Commerce), SDO, ESO, AOC/AOT and a lineman who will verify the matter and to submit the report and with reference to the enquiry report bill revision to be taken care by opposite party to settle the billing dispute as per law along with consideration of DPS so levied accordingly.
2. The Opposite party is directed not to consider the bill revision for the period revised earlier and adjust the revision as per law/for the period of penalty/in both cases, if any, as applicable as it has 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 benefits of OTS scheme and rebate thereof, if any, as applicable as it has 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 into 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, serve 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 at, 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**  
Copy to:



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



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

1. Ashok Kumar Pradhan, At-Niktimal, Po-Suguda, 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".)

