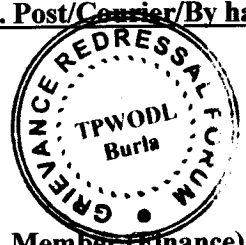


**Grievance Redressal Forum  
TPWODL, BURLA**

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)/ 2135 (4)

Date: 30/10/24

**Present:**

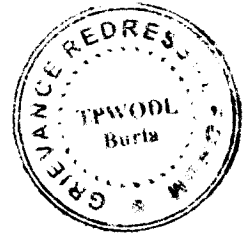
Sri A.K. Satapathy, President  
Sri B.Mahapatra (Co-opted Member)  
Sri A.P.Sahu Member(Finance)

1	Case No.	BRL/669/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Chinta Sahu C/O-Bila Sahu At-Narayan Kharipal, Po-Karlaga Ps-Kundheigola Dist-Deogarh-768109		4141-1353-0413	7684874157
3	Respondent/s	S.D.O (Elect),Deogarh			Division D.E.D, TPWODL, Deogarh
4	Date of Application	13.09.2024			
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	13.09.2024			
9	Date of Order	30/10/24			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

**Appeared**

**For the Complainant-** Chinta Sahu  
Represented by Bila Sahu

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



**GRF Case No- BRL/669/2024**

Chinta Sahu  
C/O- Bila Sahu  
At-Narayan Kharipal, Po-Karlaga  
Ps-Kundheigola  
Dist-Deogarh  
Consumer No-4141-1353-0413

**VRS**

SDO(Electrical), Deogarh, TPWODL.

**COMPLAINANT**

**OPPOSITE PARTY**

**GIST OF THE CASE**

Bila Sahu has appeared on behalf of Chinta Sahu in the hearing on Dt. 13.09.2024 at the camp held at ESO Office, Budhapal and submitted a written complaint wherein she has stated that "electric bills were generated without giving power supply and after seven years of meter installation power supply was given & requested to revise/rectify the same.

**SUBMISSION OF OPPOSITE PARTY**

The opposite party has submitted billing abstract from Jan-2013 to April-2024, a PVR carried out on 04.10.2024 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-DOM consumer having CD of 0.11KW with date of initial power supply on Dt.21.11.2011 through meter SL No WESCO9081981 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute as mentioned in GIST with prayer to revise the bill. The complainant has been served Avg bill since Oct 2017 to March 2023 despite installation of a new meter during Feb 2022 baring SI No WHL000009 (date of installation 18.12.2021 with IMR '0') as seen from the ledger where found that the KWh reading of 545 in April 2023 in the above meter. The opposite party has declared that the bill revision of above periods has already been done as in W/S. It is seen that bill revision has already been done for delay meter updating for the period from Nov 2021 to March 2023 (18.12.2021 to 18.04.2023) with reference to consumption recorded in meter SI No WHL000009 for which uploaded the photo of meter & its reading in FG and debited Rs.1063.83 but the complainant during hearing expressed that the electricity bill was generated without giving power supply & after seven years meter was installed & power supply was given. The complainant in this regards file any documentary evidence in its support. In such situation instead of go for revision of bill from Oct 2017 to Nov 2021 as prayed by the opposite party, the billing up to 17.12.2021 may be waived considering there was no power supply to the complainant & the date of power supply to taken into consideration as 18.12.2021 and the billing from onwards periods to be paid by the complainant as because the opposite party could not able to produced any relevant document in their favour taking which this Forum developed the confidence of date of power supply & its confirmation. In absence of such documents & confidence prefer to pass this order as because benefit of doubt passes to the complainant/consumer.

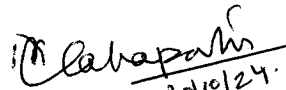
Hence it is the opinion of the Forum that the opposite party is liable to withdraw the billing so raised from 21.11.2011 to 17.12.2021 as there was no power supply as the complainant had not used it not liable to pay for that and from 18.12.2021 to onwards periods the complainant is liable to pay the dues, considering the adjustment of previous bill revisions if any as per law.

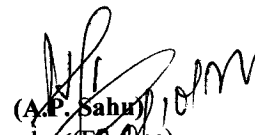
### ORDER

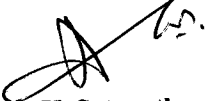
After careful consideration of hearing and data submitted by both parties the Forum is pleased to pass the Order as follows.

1. The Opposite Party is directed to withdraw the billing so raised from 21.11.2011 to 17.12.2021 as there was no power supply as the complainant had not used it hence not liable to pay for that, considering the adjustment of previous bill revisions if any as per law. *and the consumer to be treated as KTS Category of consumer from 18.12.2011.*
2. The complainant is liable to pay the billing from 18.12.2021 to onwards periods.
3. 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.
4. 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.
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 into 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, serve 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 at, 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  
(Co-Opted Member)  
Co-opted Member

  
(A.P. Sahu)  
Member (Finance)  
Member

  
A.K. Satapathy  
(President)  
President

Grievance Redressal Forum  
TPWODL, Burla - 768017

Grievance Redressal Forum  
TPWODL, Burla - 768017

Grievance Redressal Forum  
TPWODL, Burla - 768017

1. Chintia Sahu, C/O- Bila Sahu, At-Narayan Kharipal, Po-Karlaga, Ps-Kundheigola, 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.orienc.org](http://www.orienc.org) under the "head "Cases-> "GRF").