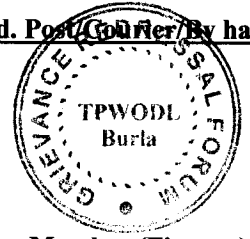


**Grievance Redressal Forum
TPWODL, BURLA**

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Sambalpur, Pin- 768017

Email: grf.burla@tpwesternodisha.com, Ph No.0663-2999601

Bench: A.K.Satpathy, President B.Mahapatra (Co-opted Member) and S.Tripathy, Member (Finance)



Ref: GRF/Burla/Div/JED/ (Final Order)/ 97 (4)

Date: 28/02/2025

Present: Sri A.K.Satpathy, President.
Sri B.Mahapatra (Co-opted Member),
Sri S.Tripathy Member(Finance).

1	Case No.	BRL/67/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Bholanath Saha Talipada, Sarbahal Dist- Jharsuguda-768201		4135-1108-1054	7504713288
3	Respondent/s	SDO(E)-II, JED, Jharsuguda			Division J.E.D, TPWODL, Jharsuguda
4	Date of Application	27.01.2025			
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	27.01.2025			
9	Date of Order	28/02/2025			
10	Order in favour of	Complainant		Respondent	Others √
11	Details of Compensation awarded, if any.	NIL			

Appeared

For the Complainant- Bholanath Saha

For the Respondent - SDO(E)-II, JED, Jharsuguda

GRF Case No- BRL/67/2025

Bholanath Saha

Talipada, Sarbahal

Dist- Jharsuguda.

Consumer No.- 4135-1108-1054

VRS

SDO(E)-II, JED, Jharsuguda



COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Sri Bholanath Saha appeared in the hearing on Dt. 27.01.2025 at the camp held at Division Office, JED, Jharsuguda and the complainant in his petition submitted that the chicken shop operating previously was demolished by Jharsuguda Municipality and the electrical services connection was disconnected from thereon. But average energy bills continued to charge for long period of time, even though power supply was not restored. The complainant averred that due to such false average billing charged, the arrear bill amount was accumulate. Hence, the complainant prayed before the Forum to direct to opposite party to revise such average bills charged during line disconnection period and restore the power supply for necessary redressal of his grievances.

SUBMISSION OF OPPOSITE PARTY

The opposite party could not submit any relevant documents in this case, after giving sufficient reasonable time to furnish.

OBSERVATION

The case is perused with all documents available on record and merit of the case. The complainant is an existing consumer of electricity under the operational area of TPWODL bearing consumer No 4135-1108-1054, having CD-2KW under LT-GP category, coming under ESO-Sarbahal & initial power supply effected on 07.01.2014. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

1. The FG data base (Licensee soft records) indicated that actual & provisional bills were charged intermittently from 1st energy billing i.e, from Jan-2014 to Sept-2021, through meter SL No-"1029261" installed initially.
2. Exorbitant bill was suddenly raised in Sept-2021 on actual basis with '12122' units as recorded in the above mentioned meter, considering the current reading of KWh-'13453' for the month. However, the total accumulated units so charged in a single month was later recasted/revised by the opposite party and Rs.81759.69/- was deducted from (credited to) the consumer account, giving slab benefit to the consumer, effected in billing on 29.12.2023.
3. Subsequently, provisional bills were raised continuously from Oct-2021 till July-2023. Though, no meter readings were advanced later but the consumer was billed on actual basis with 'zero' units and later on remained disconnected since 25.08.2023.
4. The consumer objected about false bills charged during the Line Disconnected period but could not emphatically submit the period of dispute raised and Line Disconnected period. On scrutinizing the records and objection made by the complainant the opposite party was asked to submit the following documents for

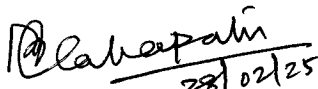
further adjudication to the case, as the Written Statement, Latest meter installed- FMR & meter status, Duration of Line Disconnected period if any, with supporting documents to establish the period and the latest Physical verification Report to ascertain the present status.

The complainant was also asked to submit any proof of report/records to support his claim regarding Line Disconnected period.

5. That, after giving sufficient reasonable time to furnish, the complainant failed to submit any supporting relevant documents to establish the claims towards wrong billing raised during Line Disconnected period.
6. That, the opposite party could not furnish the latest PVR and the written statement in support of their views to the case.
7. That, the power supply to the complainant premises has been in disconnected state since 31.08.2023 as per FG data base (licensee soft records) revealed and the available security amount of Rs.2518.00 has been adjusted against arrear bills, effected in billing on 22.03.2024.
8. Further, the complainant could not emphatically submit the period of dispute i.e., the physical line disconnected period during which time monthly bills have been raised.
9. Therefore, in the absence of proper relevant documentary evidence, statements, the Forum is at constraint to pass necessary orders.

Hence, the instance case petition is hereby dropped. However, this case may be taken up under Consumer Handlining Procedure (CHP) by the opposite party and adjudicate the matter giving fair hearing to the complainant and extend fair and reasonable justice to the complainant if the claim is found to be legitimate.


Accordingly, the case is disposed of.


(B. Mahapatra) 28/02/25

(Co-Opted Member)
Co-opted Member

Grievance Redressal Forum


TPWODL, Burla - 768017


(S. Tripathy) 28/2/25

Member (Finance)
Member

Grievance Redressal Forum

TPWODL, Burla - 768017


(A.K. Satpathy)

President
President

Grievance Redressal Forum

TPWODL, Burla - 768017

- Copy to:
1. Sri Bholanath Saha, Talipada, Sarbanah, Dist- Jharsuguda.
 2. Sub-Divisional Officer (Elect.)-II, 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 by this order of the Grievance Redressal Forum, 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 Forum."

This Order can be accessed at TPWODL Website → tpwesternodisha.com → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/67/2025)