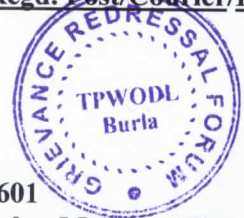


**Grievance Redressal Forum
TPWODL, BURLA**

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



Ref: GRF/Burla/Div/DED/ (Final Order)/ 22594)

Date: 31/12/24

Present:

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

1	Case No.	BRL/831/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Hiralal Behera At-Nuakusla, Po-Gurusang Ps-Barkote Dist-Deogarh-768110		4141-1115-0299	8018839541
3	Respondent/s	S.D.O (Elect),Deogarh			Division D.E.D, TPWODL, Deogarh
4	Date of Application	21.11.2024			
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	21.11.2024			
9	Date of Order	31/12/24			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

President

**Grievance Redressal Forum
TPWODL, Burla - 768017**



Appeared

For the Complainant- Hiralal Behera

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

GRF Case No- BRL/831/2024

Hiralal Behera

At-Nuakusla, Po-Gurusang

Ps-Barkote

Dist-Deogarh

Consumer No-4141-1115-0299

VRS

SDO(Electrical), Deogarh, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Hiralal Behera has appeared in the hearing on Dt. 21.11.2024 at the camp held at ESO Office, Barkote and submitted a written complaint wherein he has stated that "his house was burnt in 2012. He constructed a house & live there after 7 years and power supply was given & electric bills were served without meter". So he has requested withdraw the bill from 2012 to 2019 & revise the bill accordingly.

SUBMISSION OF OPPOSITE PARTY

The opposite party has not submitted any relevant documents except billing abstract from May 2005 to Sept 2024 & photocopy of fire accident certificate 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 0.82KW with date of initial power supply on Dt.10.04.2005 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 the Act bill in April May 2012 for 300 units with KWh reading of 5988 as per recorded consumption in meter SI No 1986571 since June 2012 to Sept 2020 PL/Avg bills were served to the complainant @ different units monthly and bimonthly.

Meanwhile, the meter with SI No LW372131 was affected in billing in March 2020 & continued up to March 2024 giving actual reading from time to time. PL bills were served to the complainant for the period from Oct-2019 to Dec-2019 & in Jan 2020 actual bill was served for units of 6939 with adjustment of PI bills & the meter SL No WLT003049 has been replaced in March 2020 with PL bill of Feb 2020. So, bill revision is required to settle the billing dispute. The complainant has stated that the house has burnt on 23.03.2012 due to our break of fire & in this regard submitted the copy of certificate of OIC, Fire Station & also explained that a new house was built in 2019 and avail the power supply again in May 2019 with the prayer to waive the billing from 23.03.2012 to April 2019. In this connection the opposite has been asked by this Forum but in replay they told that after verification reported to be submitted to this Forum. However, till date nothing has been submitted by opposite party & to avoid further delay this Forum is **forced to Pass the expartee order**.

Hence it is the opinion of the Forum that an enquiry will be conducted by a committee headed by EE, DED, Deogarh along with SDO, AOC/AOT, ESO, DM(F&C) and a line man in presence of the complainant & obtained the report and accordingly either revise the bill or withdraw the billing as per outcome of the enquiry report to settle the billing dispute.

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 conduct an enquiry by a committee headed by EE, DED, Deogarh along with SDO, AOC/AOT, ESO, DM(F&C) and a line man in presence of the complainant & obtained the report and accordingly either revise the bill or withdraw the billing as per outcome of the enquiry report to settle the billing dispute.
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

(A.P. Sahu)

Member (Finance)

Grievance Redressal Forum
TPWODL, Burla - 768017

A.K. Satapathy

(President)

Grievance Redressal Forum
TPWODL, Burla - 768017

- Copy to:
1. Hiralal Behera, At-Nuakusla, Po Gurusang, Ps-Barkote, 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.oriarc.org under the "head "Cases-> "GRF".)