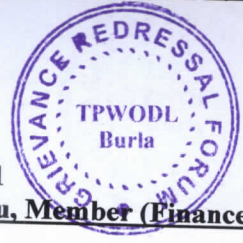


Grievance Redressal Forum  
TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,  
Burla, Bargarh, 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/JED/ (Final Order) 14394

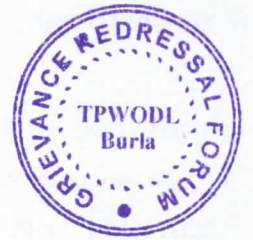
Date: 23/02/2024

**Present:**

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

1	Case No.	BRL/58/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Ranjan Pandey At-Beheramal Dist-Jharsuguda		4131-2303-1040	9437203996
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	<input type="checkbox"/>
11	Details of Compensation awarded, if any.	Others			
		NIL			





appeared

**For the Complainant- Sri Ranjan Pandey**

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

**GRF Case No- BRL/58/2024**

Sri Ranjan Pandey  
At/Po- Beheramal  
Dist-Jharsuguda  
Consumer No.- 4131-2303-1040

**COMPLAINANT**

**VRS**

SDO-I(Electrical), Jharsuguda

**OPPOSITE PARTY**

**GIST OF THE CASE**

Sri Ranjan Pandey 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 "bill from Jan-19 to Dec-20 may be revised as he is not using the power supply for the above-mentioned period."

**SUBMISSION OF OPPOSITE PARTY**

The Opposite Party has submitted PVR carried on 04.10.2023 where it is mentioned that meter SI No is LW581169 with CMR 18619 and meter status is OK with total connected load is 4KW having remarks that "As per spot verification & line man report the consumer house was damage since 2018 & installed a new meter on 2021 & bill for the month of 07.11.2022 for Rs.47915.00, So kindly withdraw the same."

**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 4K as seen from FG/Samadhan App. The complainant has raised objection on billing dispute with prayer to revise the bill. The above complainant has stated during hearing that the power supply for the period from Jan-2019 to Dec-2020 has not been used for 02 years. The meter SI No 106701 was in billing since the date of power supply on 07.03.2017. The present meter bearing SI No LW581169 is continuing in the premises of the consumer & in billing since Jan-2021 which was changed on 26.01.2021 with IMR '0' & MF '1'. The opposite party has done the defective period assessment from Jan-2019 to Dec-2020 where it is found an amount of Rs.49832.27 was added but the complainant disputing the same on the ground as not used any power supply during the above period. In this regard, the opposite party has submitted a copy of the application Dt. 04.10.2023 of the applicant along with PVR where mentioned that the consumer was damaged & prayed to withdraw the debited amount of Rs.47915.00. Hence, required revision to settle the billing dispute.

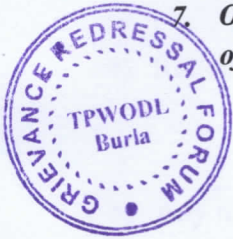
Hence it is the opinion of the Forum that the opposite party is liable to revise the bill for the periods from Jan-2019 to Dec-2020 by withdrawing the billing as well as defective period assessment amount after conduction special verification by a committee headed by E.E, JED, Jharsuguda consisting of concern SDO, ESO, AOC, AOT/Line man etc & as per outcome of the report the revision to be carried out accordingly as well as FC to be levied for LD period as per applicability.

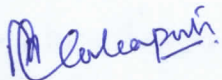


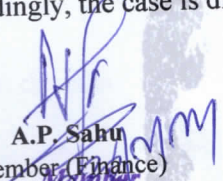
careful consideration of hearing and data submitted by both parties the Forum is pleased to pass the order as follows.

1. The Opposite Party is directed to revise the bill for the periods from Jan-2019 to Dec-2020 by withdrawing the billing as well as defective period assessment amount after conduction 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 the revision to be carried out accordingly as well as FC to be levied for LD period as per applicability.
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 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. Sri Ranjan Pandey, At-Beheramal, Dist-Jharsuguda
  2. Sub-Divisional Officer (Elect.)-I Jharsuguda, 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". )