

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

Ref: GRF/Burla/Div/SEED/ (Final Order)/2083(4)

Date: 30/09/24

**Present:** Sri A.K.Satpathy, President.  
Sri B.Mahapatra (Co-opted Member),  
Sri A.P.Sahu Member(Finance).

1	Case No.	BRL/726/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sephali Sith At/Po-Dhama Ps-Dhama Dist- Sambalpur-768113	4162-3301-0571		
3	Respondent/s	SDO(Electrical),Dhanupali, TPWODL	Division S.E.E.D, TPWODL, Sambalpur		
4	Date of Application	23.09.2024			
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	23.09.2024			
9	Date of Order	30/09/24			
10	Order in favour of	Complainant	Respondent	Others	
11	Details of Compensation awarded, if any.	NIL			

**Place of Camp:** ESO Office, Dhama ,TPWODL, Sambalpur.



**Appeared**

**For the Complainant-** Sephali Sith

**For the Respondent -** SDO(Elect.), Dhanupali, TPWODL, Sambalpur.

**GRF Case No- BRL/726/2024**

Sephali Sith

At/Po-Dhama

Ps-Dhama,

Dist- Sambalpur

Consumer No.- 4162-3301-0571

**VRS**

SDO(Elect.), Dhanupali, TPWODL, Sambalpur

**COMPLAINANT**

**OPPOSITE PARTY**

**GIST OF THE CASE**

Sephali Sith has appeared in the hearing on Dt. 23.09.2024 at ESO Office, Dhama and submitted a written complaint wherein she has stated about billing dispute in July/Aug 2024- Excess bill served during the above month as compare to consumption by the complainant & has request to revise/rectify the bill.

**SUBMISSION OF OPPOSITE PARTY**

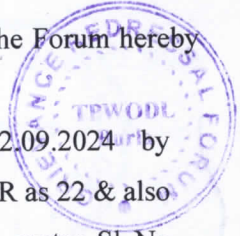
The Opposite Party has not submitted any relevant in this case.

**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 1KW with date of initial power supply on Dt.23.07.2020 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute as mentioned in GIST with prayer to revise the bill. Meanwhile, the meter SI No TWSP51202875 was installed on 12.09.2024 IMR '0' & MF 1 due to defective of meter as declared by opposite party with the above new smart meter. The complainant has been served bill for units of 288 & 134 in the month of July & Aug 2024 respectively. In this regards the opposite party has been asked by this Forum but neither answer it properly not submitted meter installation protocol rather viewed that the bills of above months were not correct with the submission during discussion to revise the bill. The Forum has gone through the details & observed that the billings for claim period by complainant might not be correct & accordingly without solving the problem immediately replace the meter to escape from the material facts but it is also seen that the actual bill were served up to June 2024 keeping an arrear amount of Rs.480.50 for which the complainant has no objection. In such situation, the Forum feels to revise the bill for settlement of the dispute.

Hence it is the opinion of the Forum that the opposite party is liable to revise the bill for the periods from 12.09.2024 to 22.09.2024 by considering the recorded reading in meter SI No TWSP51202875 taking IMR as '0' & FMR as 22 & also for the periods from 27.07.2024 to 12.09.2024 by considering the recorded reading in meter SI No TWSP51202875 in six consecutive months by taking IMR as '0' with the actual average consumption & adjustment of previous bill revision during this, if any, as per law.


President  
Grievance Redressal Forum  
TPWODL, Burla, 760017

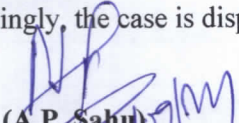



Considering the documents and statements submitted by both the parties at the time of hearing, the Forum hereby passes orders that:

1. The Opposite Party is directed to revise the bill for the periods from 12.09.2024 to 22.09.2024 by considering the recorded reading in meter SI No TWSP51202875 taking IMR as '0' & FMR as 22 & also for the periods from 27.07.2024 to 12.09.2024 by considering the recorded reading in meter SI No TWSP51202875 in six consecutive months by taking IMR as '0' with the actual average consumption & adjustment of previous bill revision during this, if any, as per law.
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 seven months 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. Satpathy)**  
 President  
 President

- Copy to:
1. **Sephal Sahu, At Po-Dhama, Ps-Dhama Dist- Sambalpur**
  2. **Sub-Divisional Officer (Elect.), Dhanupali, TPWODL, Sambalpur with the direction to serve one copy of the order to the Complainant/Consumer.**
  3. **Executive Engineer (Elect.), SEED, TPWODL, Sambalpur.**
  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".