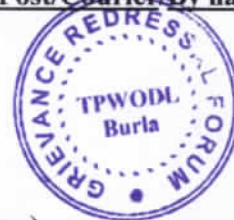


Grievance Redressal Forum

TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Sambalpur, Pin- 768017Email: grf.burla@tpwesternodisha.com, Ph No.0663-2999601

Bench: A.K.Satapathy, President and B.Mahapatra (Co-opted Member)



Ref: GRF/Burla/Div/SED/ (Final Order)/ 3 (4)

Date: 31/01/25

Present:

Sri A.K. Satapathy, President

Sri B.Mahapatra (Co-opted Member)

1	Case No.	BRL/2/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Mali Patel C/O-Ashok Patel Modipada, Samaleswari Colony Sambalpur		4116-3306-0180	7377916858
3	Respondent/s	S.D.O (E),Khetrajpur			Division S.E.D, TPWODL, Sambalpur
4	Date of Application	08.01.2025			
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	08.01.2025			
9	Date of Order	31/01/25			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			



appeared

For the Complainant- Mali Patel
Represented by Ashok Patel

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

GRF Case No- BRL/2/2025

Mali Patel
C/O-Ashok Patel
Modipada, Samaleswari Colony
Sambalpur
Consumer No.- 4116-3306-0180

COMPLAINANT

VRS

SDO (Electrical), Khetrajpur, TPWODL.

OPPOSITE PARTY

GIST OF THE CASE

Ashok Patel on behalf of Mali Patel has appeared in the hearing on Dt. 08.01.2025 at the camp held at ESO Office, Badbazar and submitted a written complaint wherein he has stated that "(1). Average billing done during Aug-2024 to Oct-2024 with 263,119 & 228 units & (2). During Sept-2023 high bill for 1015 units has been done which may be rectified and has requested to revise/rectify the said bill.

SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted photocopy of billing abstract from Sept-2022 to Nov-2024, a PVR carried out on Dt. 21.01.2025 & 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 1KW with date of initial power supply on Dt.02.07.2018 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 above complaint No (2) is not correct. There has not been any billing for 1015 units rather bill is for 223 units for Sept-2023 and for Rs.1015/- as EC. A new meter SI No TWB157786 has been installed on 20.12.2024.

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 revise the bill from Aug-2024 to Oct-2024 by taking the Average consumption of 6 month from 20.12.2024 to 20.06.2025 for IMR as '0' & FMR as reading in the June-2025 billing with reference to consumption recorded in meter SI No TWB157786 with the daily/monthly actual consumption thereof with the adjustment of previous bill revisions 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 month from the date of issue of this order as the case may be.

Accordingly, the case is disposed of.


(B. Mahapatra) 30.1.25
(Co-Opted Member)
Co-opted Member


A.K. Satapathy
(President)
President
Grievance Redressal Forum
TPWODL, Burla - 768017

Copy to: -

1. Mali Patel, C/O-Ashok Patel, Modipada, Samaleswari Colony, Dist- Sambalpur
2. Sub-Divisional Officer (Elect.), Khetraipur, TPWODL, Sambalpur with the direction to serve one copy of the order to the Complainant/Consumer
3. Executive Engineer (Elect.), SED, 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.orerc.org under the "head "Cases-> "GRF".)