

## 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 and B.Mahapatra (Co-opted Member)



Ref: GRF/Burla/Div/SEED/ (Final Order)/ 101 (4)

Date: 06.03.2025

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

1	Case No.	BRL/5/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Basanta Ku Nath C/O-Dharitri Nath At/Po-Binakhandi, Q No F4/1, Kacheri Dist- Sambalpur		4161-3105-0441	9178002300
3	Respondent/s	SDO (E), Bhutapada, TPWODL, Sambalpur			Division S.E.E.D, TPWODL, Sambalpur
4	Date of Application	09.01.2025			
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	09.01.2025			
9	Date of Order	06.03.2025			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

**Place of Camp:** SDO Office, Bhutapada, SEED, TPWODL



**Appeared**

**For the Complainant-** Basanta Ku Nath  
Represented by Dharitri Nath

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

**GRF Case No- BRL/5/2025**

Basanta Ku Nath  
C/O-Dharitri Nath  
At/Po- Binakhandi, Q No F4/1, Kacheri  
Dist-Sambalpur  
Consumer No-4161-3105-0441

**VRS**

SDO(Elect.), Bhutapada, TPWODL

**COMPLAINANT**

**OPPOSITE PARTY**

**GIST OF THE CASE**

Dharitri Nath on behalf of Basanta Ku Nath has appeared in the hearing on Dt. 09.01.2025 at the camp held at SDO Office, Bhutapada and submitted a written complaint wherein she has stated about billing dispute & has requested to revise/rectify the same.

**SUBMISSION OF OPPOSITE PARTY**

The opposite party has submitted consumer history from Jan-2016 to Nov-2024, & PVR carried out on 17.01.25 & written statement along with sundry adjustment cover sheet & calculation sheet 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 2KW with date of initial power supply on Dt.02.03.2002 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 LW627458 was installed on 19.04.2021 with IMR 0 & MF 1 & another meter bearing SI No TPWODL1075359 was installed on 21.07.2023 with IMR 0 & MF 1. After installation of meter bearing SI No TPWODL1075359, the defective period assessment has been done by opposite party for the period from July-2021 to June-2023 for a period of 02 years & debited Rs.38839.31 in the billing. The defective period assessment has already been done by taking the actual average monthly consumption of new meter from July-2023 to Jan-2024. As observed, the opposite party has done the revision w.r.t regulation meant for the purpose & hence, the claim of the complainant is null & void. However, for satisfaction of the complainant the opposite party may recalculate the assessment & if found any less difference as compared to the actual debit amount may be considered for credit to the complainant as per accounting principle & regulation thereon.

Hence, it is the opinion of the Forum that the opposite party is directed to reverify the defective period assessment amount as per the criteria mentioned above & if found any less difference as compared to the actual debit amount may be considered for credit to the complainant as per accounting principle & regulation thereon.

**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 reverify the defective period assessment amount as per the criteria mentioned above & if found any less difference as compared to the actual debit amount may be considered for credit to the complainant as per accounting principle & regulation thereon.



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*

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

**Grievance Redressal Forum**  
**TPWODL, Burla - 768017**  
Copy to:-

*A.K. Satapathy*

**A.K. Satapathy**  
(President)  
*President*

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

1. Basanta Ku Nath, C/O-Dharitri Nath, At/Po Binakhandi, Q No F4/1, Kacheri, Dist-Sambalpur.
2. Sub-Divisional Officer (Elect.) Bhutapada, TPWODL, 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 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](http://tpwesternodisha.com) → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/5/2025)

