

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



Ref: GRF/Burla/Div/SEED/ (Final Order)/ 100 (4)

Date: 06.03.2025

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

1	Case No.	BRL/848/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		M/s Tapaswini Dairy C/o-Ashok Kumar Dash At/Po-Kalayan Nagar,Budharaja, Dist- Sambalpur-768004		4160-0111-0753	7008872311
3	Respondent/s	EE(Electrical), SEED,TPWODL			Division S.E.E.D, TPWODL, Sambalpur
4	Date of Application	09.12.2024			
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	09.12.2024			
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:** ESO Office, Padiabahal, TPWODL, Sambalpur.



**Appeared**

**For the Complainant-** M/s Tapaswini Dairy

Represented by Sunil Kumar Dash

**For the Respondent -** EE(Elect.), SEED, TPWODL, Sambalpur.

**GRF Case No- BRL/848/2024**

(1) M/s Tapaswini Dairy  
C/o- Ashok Kumar Dash  
At/Po-Kalayan Nagar, Budharaja,  
Dist- Sambalpur-768004  
Consumer No.- 4160-0111-1753

**COMPLAINANT**

**VRS**

(1) EE(Elect.), SEED, TPWODL, Sambalpur

**OPPOSITE PARTY**

**GIST OF THE CASE**

The Complainant has filed the petition in the name of M/s Tapaswini Dairy C/o- Ashok Kumar Dash bearing Consumer No **4160-0111-1753** represented by Sunil Kumar Dash under SEED, TPWODL, Sambalpur has stated about his bill was normal from the date of p/s to Jul'2022. But, in the month of Aug'2022 the bill amount was Rs 11,35,126.85/- which seems wrong. His p/s was disconnected due to wrong bill. He has lost one year during business which may be considered Rs 1,50,000/-. Power supply to be reconnected and bill should be revised.

Hence, the Complainant prayed before the Forum to consider the case for revision/rectification.

**SUBMISSION OF OPPOSITE PARTY**

The Opposite Party has submitted ledger copy for the period from Apr'2018 to Sep'2023, smart meter installation/Replacement Protocol sheet dtd.28.07.2022 and sundry adjustment cover sheet, Calculation Sheet, consumer history as well as also SE, MRT, Burla has communicated the dump report through e-mail on 03.03.2025 at about 04.50 P.M in this case.

**OBSERVATION**

The case is pursued with all documents available in records (FG data base and Samadhan App) and merit of the case. On examining the case in details, the Forum observed that the complainant is a HT-Allied Agricultural Activities consumer having CD 10kw with initial date of p/s 15.07.2015 as seen from the FG data base/ Samadhan App. The complainant has raised objection as mentioned in gist of the case. In this case an interim order has been issued by this Forum on 31.01.2025 vide letter no. GRF/Burla/Div/SEED/(Interim Order)/35(4). In this regard both parties have to referred the interim order as communicated earlier. The opposite party has not been implemented the directions in the interim order i.e neither reconnect the power supply nor raised the bill as observed the bill stopped status is going on since Oct'2023 when saw the FG data base rather adjust the security deposit amount of Rs 9700/- on 15.03.2024 which are to be treated as disobedience of the directions in interim order given by this Forum. However, it is seen from the FG data base that the above complainant has already been paid an amount of Rs 6,500/- and Rs 10,000/- on 09.12.2022 and 27.02.2025 respectively and to some extent carry out the order of this Forum.

This Forum has gone through the dump analysis report was submitted by SE, MRT, Burla through e-mail on 03.03.2025 and found that the kvah reading on 03.01.2023 was "58644.70" which was recorded in the meter sl. no. "WSC43547". The MRT personnel has mentioned the kvah reading on the date of replacement (28.07.2022) of the meter as "758644" as seen from smart meter installation

replacement protocol sheet produced before this Forum which was wrong/erroneous in nature and has happened due to carelessness/ignorance of MRT personnel. The opposite party has raised the bill for "700318" units in the month of Aug'2022 taking CMR as "758644" with IMR as "58616" units in meter sl. no." WSC43547" which includes the consumption units of "290.42" in reference to the reading recorded in new meter installed on 28.07.2022 bearing meter sl. no."10001485" (758644-58616+290.42=700318.42 or say 700318)- the billing was incorrect. Actual bill has already been served to the complainant in May'2022 for kvah reading of "57988" was recorded in the meter sl. no." WSC43547" and PL bill was served in Jun'2022 which was adjusted in Jul'2022 on punching actual reading but the withdrawal of PL bills might not be correct. So, bill revision is required 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 period from Jun'2022 to Aug'2022 taking IMR as "57988" kvah and FMR as "58644.70"kvah for recorded reading in meter sl. no. " WSC43547" and also include the consumption of 290.42, the recorded reading in meter sl. no. "10001485" as consumed during the above periods i.e the opposite party will raise the bill for 947 kvah units (58644.70-57988+290.42=947.12 or say 947 kvah units) and withdraw the excess units so billed relevant amounts after due calculation thereon. The security deposit adjustment has so done by opposite party is to be treated as illegal and unlawful and hence the same may be revive in the bill or otherwise convenience to the complainant for fresh deposit of security amount. Immediately, reconnect the power supply to the complainant without further delay as not obey the directions in the interim order without taking DCRC fees as due to fault of opposite party it has happened where the complainant has no fault on it.

### **ORDER**

*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 act as per following instructions: -*

- a. Revise the bill the bill for the period from Jun'2022 to Aug'2022 taking IMR as "57988"kvah and FMR as "58644.70"kvah for recorded reading in meter sl. no. " WSC43547" and also include the consumption of 290.42, the recorded reading in meter sl. no. "10001485" as consumed during the above periods i.e the opposite party will raise the bill for 947 kvah units (58644.70-57988+290.42=947.12 or say 947 kvah units) and withdraw the excess units so billed relevant amounts after due calculation thereon.*
- b. The security deposit adjustment has so done by opposite party is to be treated as illegal and unlawful and hence the same may be revive in the bill or otherwise convenience to the complainant for fresh deposit of security amount.*
- c. Immediately, reconnect the power supply to the complainant without further delay as not obey the directions in the interim order without taking DCRC fees as due to fault of opposite party it has happened where the complainant has no fault on it.*

*2. The Opposite party is directed not to consider the bill revision for the period already revised earlier and adjust the revision as per law/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)* 6/11/25

(Co-Opted Member)  
Co-opted Member  
Grievance Redressal Forum  
TPWODL, Burla - 768017

*(A.K. Satpathy)*

President  
President  
Grievance Redressal Forum  
TPWODL, Burla - 768017

- Copy to:** - (1) M/s Tapaswini Dairy, C/o- Ashok Kumar Dash, At/Po-Kalayan Nagar, Budharaja, Dist- Sambalpur-768004.  
(2) Sub-Divisional Officer (Elect.), Dhanupali, 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/848/2024)