



**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)**

Ref: GRF/Burla/Div/SED/ (Final Order)/ 45 (4)

Date: 31/01/2025

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

1	Case No.	BRL/931/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Gurubari Tandi C/o-Gajindra Tandi At-Basantapur,Sahajbahal, Po-Chipilima, Dist- Sambalpur.		4118-3103-0337	9348572669
3	Respondent/s	SDO(Electrical), Hirakud,TPWODL			Division S.E.D, TPWODL, Sambalpur
4	Date of Application	24.12.2024			
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	24.12.2024			
9	Date of Order	31/01/2025			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

**President**

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

Place of Camp: ESO Office, Chipilima PSS, TPWODL, Sambalpur.



**Appeared**

**For the Complainant-** Gurubari Tandi  
Represented by Gajindra Tandi  
**For the Respondent -** SDO(Elect.) Hirakud, TPWODL, Sambalpur.

**GRF Case No- BRL/931/2024**

**COMPLAINANT**

(1) Gurubari Tandi  
C/o- Gajindra Tandi  
At-Basantapur, Sahajbahal,  
Po-Chipilima,  
Dist- Sambalpur  
Consumer No.- 4118-3103-0337

**VRS**

(1) SDO(Elect.) Hirakud, TPWODL, Sambalpur

**OPPOSITE PARTY**

**GIST OF THE CASE**

The Complainant has filed the petition in the name of Gurubari Tandi bearing Consumer No **4118-3103-0337** represented by Gajindra Tandi under SED, TPWODL, Sambalpur has stated about there is wrong billing and due to the arrear p/s has been disconnected and request to revise the bill and reconnect the p/s with a payment of Rs 10,000/-

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

**SUBMISSION OF OPPOSITE PARTY**

The Opposite Party has submitted consumer history for the period from Oct'2018 to Aug'2024 w/s through e-mail dtd.04.01.2025 and PVR(not visible) 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 LT-DOM consumer having CD 1kw with initial date of p/s 03.10.2018 as seen from the FG data base/ Samadhan App. The complainant has raised objection as mentioned in gist of the case. It is observed that:-

1. From Nov'2018 to May'2022-Actual billing with meter no.1854677
2. From Jun'2021 to May'2022-Actual billing with meter sl. no.1854677 with reading of 1427 as on 16.07.2022.
3. In Jun'2022 billing – there is meter reading of 4231 in meter sl. no.1854677 and billing amount of Rs 16934.8(EC) with 2804 unit consumption.
4.  $(4231-310)=3921$  units to be spread over from 14.06.2021 to 20.07.2022 by taking IMR as 310 on 14.06.2021 and FMR as 4231 on 20.07.2022.


**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 revise the bill by spread over the 3921 units from 14.06.2021 to 20.07.2022 by taking IMR as 310 on 14.06.2021 and FMR as 4231 on 20.07.2022.
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) 31.01.25.  
(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) Gurubari Tandi, C/o- Gajindra Tandi, At-Basantapur, Sahajbahal, Po-Chipilima, Dist- Sambalpur.  
(2) Sub-Divisional Officer (Elect.) Hirakud, TPWODL 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 by this 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) or Odisha Electricity Regulatory Commission, At-Plot No.04, Chunokoli, Sailashree Vihar, Bhubaneswar-751021 within 30 days from the date of this order of the Grievance Redressal Forums."

This Order can be accessed on OERC website, [www.orienc.org](http://www.orienc.org) under the "head "Cases->"GRF".