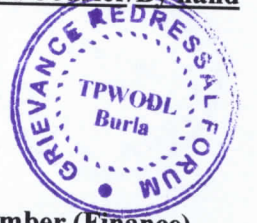


Grievance Redressal Forum  
TPWODL, BURLA

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/DED/ (Final Order)/ 1489 (4)

Date: 27/02/24

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

|    |  |  |   |  |             |
|----|--|--|---|--|-------------|
| 1  | Case No.                                     | BRL/114/2024   |   |  |             |
| 2  | Complainant/s                                | Name & Address   |   | Consumer No  | Contact No. |
|    |  | Sri Tapan Kumar Pradhan<br>C/o Jogindra Pradhan<br>At-Thianal,<br>Po- Sarapal, Via-Reamal,<br>Dist- Deogarh. |   | 4141-1301-0603                                       | 9937311662  |
| 3  | Respondent/s                                 | SDO(Electrical),DED, TPWODL  |   | Division<br>D.E.D, TPWODL,<br>Deogarh                |             |
| 4  | Date of Application                          | 18.01.2024   |   |  |             |
| 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                           | 18.01.2024   |   |  |             |
| 9  | Date of Order                                | 27/02/24   |   |  |             |
| 10 | Order in favour of                           | Complainant  | √ | Respondent   | Others      |
| 11 | Details of Compensation awarded, if any.     | NIL  |   |  |             |

**Place of Camp:** ESO Office, Budhapal, TPWODL, Deogarh.



**Appeared**

**For the Complainant-** Sri Tapan Kumar Pradhan

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

**GRF Case No- BRL/114/2024**

(1) Sri Tapan Kumar Pradhan

At-Thianal,

Po- Sarapal, Via-Reamal,

Dist- Deogarh.

Consumer No.- 4141-1301-0603

**COMPLAINANT**

**VRS**

(1) SDO(Elect.),DED, TPWODL, Deogarh

**OPPOSITE PARTY**

**GIST OF THE CASE**

The Complainant has filed the petition in the name of Sri Tapan Kumar Pradhan bearing Consumer No **4141-1301-0603** under DED, TPWODL, Deogarh stated about billing dispute.

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

**SUBMISSION OF OPPOSITE PARTY**

The Opposite Party has submitted the ledger copy for the period from Mar'2001 to Dec'2022 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 domestic consumer having CD 1kw with date of initial power supply 01.01.1990 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute with prayer to revise the bill where stated that no p/s since Dec'2004 after death of Jogindra Pradhan. PL/Avg. bills were served from Feb-Mar'2001 to Dec-Jan'2004 with considering the consumption in meter sl. no."10569859". The meter sl. no."182576" was in billing since Feb-Mar'2004 to Jun-Jul'2011 with actual kwh reading of "4600". Further, seen that PL/Avg. bills have been served from Aug-Sep'2011 to Mar'2022. Both parties have failed to submit relevant documents in regards to disconnection of p/s since Dec'2004 and hence not acceptable where also seen that actual bill has been done in Jul'2011. So, required revision 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 Feb'2002 to Jan'2004 in reference to consumption recorded in the meter sl no "182576" taking IMR as "137" kwh in Apr-May' 2004 and FMR as "300" kwh in Aug-Sep'2004 and the daily/monthly actual consumption thereof but the special enquiry to be conducted by committee headed by of EE,DED,Deogarh consisting of concerned ESO & SDO as well as AOC/AOT and L/M who will verify about the LD periods and as per outcome bill to be revised accordingly by opposite party as per law.

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

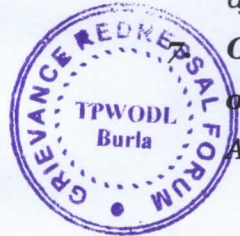
## ORDER

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 of the consumer for the period from Feb'2002 to Jan'2004 in reference to consumption recorded in the meter sl no "182576" taking IMR as "137" kwh in Apr-May'2004 and FMR as "300" kwh in Aug-Sep'2004 and the daily/monthly actual consumption thereof but the special enquiry to be conducted by committee headed by of EE, DED, Deogarh consisting of concerned ESO & SDO as well as AOC/AOT and L/M who will verify about the LD periods and as per outcome bill to be revised accordingly by opposite party as per law.
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.

**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.



*(Signature of B. Mahapatra)*

**(B. Mahapatra)**

(Co-Opted Member)  
Co-opted Member

Grievance Redressal Forum  
TPWODL, Burla - 768017

*(Signature of A.P. Sahu)*

**(A.P. Sahu)**

Member (Finance)  
Member

Grievance Redressal Forum  
TPWODL, Burla - 768017

*(Signature of A.K. Satpathy)*

**(A.K. Satpathy)**

President  
President

Grievance Redressal Forum  
TPWODL, Burla - 768017

- Copy to:** - (1) Sri Tapan Kumar Pradhan, At-Thianal, Po- Sarapal, Via-Reamal, Dist- Deogarh.  
(2) Sub-Divisional Officer (Elect.), Deogarh, TPWODL, Deogarh with the direction to serve one copy of the order to the Complainant/Consumer.  
(3) Executive Engineer (Elect.), DED, TPWODL, Deogarh.  
(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".