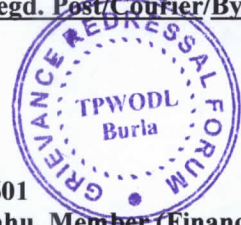


**Grievance Redressal Forum  
TPWODL, BURLA**

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,  
Burla, Bargarh, Pin- 768017

Email: [grf.burla@tpwesternodisha.com](mailto:grf.burla@tpwesternodisha.com), Ph No.0663-2999601

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



Ref: GRF/Burla/Div/JED/ (Final Order)/ 1512 (4)

Date: 29/02/2024

**Present:**

Sri A.K. Satapathy, President  
Sri B.Mahapatra (Co-opted Member)  
Sri A.P.Sahu Member(Finance)

1	Case No.	BRL/138/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Late Swapneswar Panda (Consumer) C/O-Rabindra Ku Panda PurunaBasti Dist-Jharsuguda-768202	4131-2106-0228	9777306746	
3	Respondent/s	S.D.O (E)-I,Jharsuguda	Division J.E.D, TPWODL, Jharsuguda		
4	Date of Application	16.02.2024			
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	16.02.2024			
9	Date of Order	29/02/2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

appeared

For the Complainant- Late Swapneswar Panda (Consumer)  
Represented by Rabindra Ku Panda



For the Respondent - SDO-I(Electrical), Jharsuguda, TPWODL.

**GRF Case No- BRL/138/2024**

Late Swapneswar Panda (Consume)  
C/O- Rabindra Ku Panda (Son of consumer)  
Puruna Basti  
Dist-Jharsuguda-768202  
Consumer No.- 4131-2106-0228

**COMPLAINANT**

**VRS**

(1) - SDO-I(Electrical), Jharsuguda, TPWODL.

**OPPOSITE PARTY**

**GIST OF THE CASE**

Rabindra Ku Panda on behalf of consumer Late Swapneswar Panda appeared before this forum on dated 16<sup>th</sup> of February 2024 at its camp held in the Division office Jharsuguda and submitted a written complaint wherein he has stated that “ they have not lived in this house which is closed since 2015 but bills were served in regular basis , Pl bills were served since 2010 though meter is not running”. So, he has requested to revise the bill.

**SUBMISSION OF OPPOSITE PARTY**

The Opposite Party has not submitted any relevant documents submitted 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 2KW with date of initial power supply 01.01.1990 with billing status- bill stopped & continuing as LD since July-2023 with out levy of fixed cost as seen from FG/Samadhan App. The complainant has raised objection on high billing dispute with prayer to revise the bill. The above complainant has already been served PL bills for the period from Oct-2018 to June-2023. As seen Avg bills were served from Jan-2001 to June-2015 although meter SL No WESCO164079 was in billing. The KWh reading in billing month Aug-2017 was 1333 in reference meter SL No 1090024 which was effected in billing in July-2015. In between the period Jan-2018 to Sept-2019 the LD was in force. Hence, 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 by spread over the reading of 1333 with IMR '0' in between periods from July-2015 to Aug-2017 with reference to consumption recorded Meter SI No 1090024 with the daily/monthly actual consumption thereof considering the adjustment of previous bill revisions as per law if any and balance period revision to be made accordingly at your level.

**ORDER**

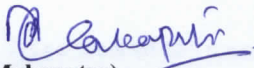
*After careful consideration of hearing and data submitted by both parties the Forum is pleased to pass the Order as follows.*

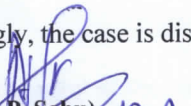
1. The Opposite Party is directed to revise the bill by spread over the reading of 1333 with IMR '0' in between periods from July-2015 to Aug-2017 with reference to consumption recorded Meter SI No 1090024 with the daily/monthly actual consumption thereof considering the adjustment of previous bill revisions as per law if any and balance period revision to be made accordingly at your level.

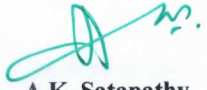


2. The Opposite party is directed not to consider the bill revision for the period already revised earlier/for the period of penalty/in both cases if any as applicable as not submitted any information for the same.
3. The Opposite party is directed not to consider the bill revision for the period already 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**  
 (Co-Opted Member)  
 Co-opted Member

  
**(A.P. Sahu)**  
 Member (Finance)  
 Member

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

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

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 TPWODL, Burla - 768017

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 TPWODL, Burla - 768017

- Copy to:
1. Rabintra Ku Panda, S/O- Late Swapneswar Panda, Puruna Basti, Dist-Jharsuguda-768202
  2. Sub-Divisional Officer (Elect.)-I, Jharsuguda, TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer
  3. Executive Engineer (Elect.), JED, TPWODL, Jharsuguda
  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](http://www.orerc.org) under the "head "Cases-> "GRF". )