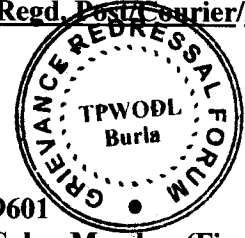


**Grievance Redressal Forum  
TPWODL, BURLA**

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.Satopathy, President B.Mahapatra (Co-opted Member) and A.P.Sahu, Member (Finance)**



Ref: GRF/Burla/Div/DED/ (Final Order)/ 1683 (4)

Date: 27/04/24

**Present:**

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

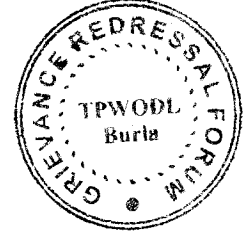
1	Case No.	BRL/308/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Basanta Sethi At-Hadsanhar Po-Utunia Ps-Kundheigola Dist-Deogarh	4141-1311-0435	9438539294	
3	Respondent/s	S.D.O (E),Deogarh	Division D.E.D, TPWODL, Deogarh		
4	Date of Application	22.03.2024			
5	In the matter of-	1. 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	22.03.2024			
9	Date of Order	27/04/24			
10	Order in favour of	Complainant	Respondent	Others	√
11	Details of Compensation awarded, if any.	NIL			

**Place of Camp:** ESO Office, Budhupal, Deogarh, TPWODL

**Appeared**

**For the Complainant-** Basanta Sethi

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



**GRF Case No- BRL/308/2024**

Basanta Sethi  
At-Hadsanhar  
Po-Utunia  
Ps-Kundheigola  
Dist-Deogarh  
Consumer No.- 4141-1311-0435

**VRS**

SDO(Electrical), Deogarh, TPWODL.

**COMPLAINANT**

**OPPOSITE PARTY**

**GIST OF THE CASE**

Basanta Sethi appeared on Dt. 22.03.2024 at the camp held at ESO Office, Budhupal and submitted a written complaint wherein she has stated billing dispute & request to revise/rectify the same.

**SUBMISSION OF OPPOSITE PARTY**

The opposite party has submitted billing abstract from March-2006 to Feb-2024, a PVR carried on 15.04.2024 & also submitted a written statement 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 1KW with date of initial power supply 07.02.2006 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute with prayer to revise the bill (Transformer break down had occurred during 2020 and after lapses of 01 year the new transformer was installed but bills were served during the transformer break down period also). Meanwhile, the meter SI No 1133732 was installed on 18.12.2018 with IMR '0' & MF 1. The opposite party could not submit any reply in regards to transformer break down during 2020-2021 for one year but suggested for bill revision for the period from Aug 2014 to Dec-2018 where PI/AVg bills were served to the complainant. To coming in to the conclusion in respect to the grievance of the complainant, the transformer breaks down report is highly required which to be verified by opposite party at their level from the records. Hence, revision is required to settle the billing dispute.

Hence it is the opinion of the Forum that the opposite party is liable to verify the transformer break down period has happened during 2020-21 which was continued for a period of 01 year and accordingly if found true- the billing of the period to be waived and if found no break down period as lodged complaint by complainant to be taken care for bill revision subject to provide sufficient documentary evidence to the complainant in regards to no transformer break down periods to avoid further litigation.


## 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 verify the transformer break down period has happened during 2020-21 which was continued for a period of 01 year and accordingly if found true- the billing of the period to be waived and if found no break down period as lodged complaint by complainant to be taken care for bill revision subject to provide sufficient documentary evidence to the complainant in regards to no transformer break down periods to avoid further litigation.
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. Saha)  
Member (Finance)  
**Member**

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

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

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1. Basanta Sethi, At-Hadsanhar, Po-Utunia, Ps-Kundheigola, Dist-Deogarh
2. Sub-Divisional Officer (Elect.) Deogarh, TPWODL, 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:Bhoynagar, 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". )