

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

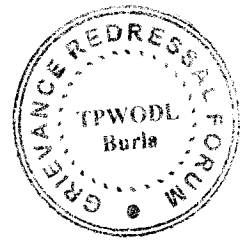
Ref: GRF/Burla/Div/SEED/ (Final Order)/ 1701 (4)

Date: 30/04/24

**Present:** Sri A.K.Satpathy, President.  
Sri A.P.Sahu Member(Finance).

1	Case No.	BRL/320/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		The President Hutma-2 At - Gambharkanta(Hutma), Po- Themra Dist- Sambalpur-768005.		4160-0106-0346	7894552197/ 8658453969
3	Respondent/s	EE(Electrical) TPWODL,Sambalpur		Division S.E.E.D, TPWODL, Sambalpur	
4	Date of Application	09.04.2024			
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		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	08.01.2024			
9	Date of Order	30/04/24			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

Office of Camp: ESO Office, Sason, TPWODL, Sambalpur.



**Appeared**

**For the Complainant-** The President Hutma-2

Represented by Sri Subrat Badhei

**For the Respondent -** SDO(Elect.) Rengali,TPWODL,Sambalpur.

**GRF Case No- BRL/320/2024**

- (1) The President Hutma-2  
At - Gambharkanta(Hutma),  
Po- Themra  
Dist- Sambalpur-768005.  
Consumer No.- 4160-0106-0346

**COMPLAINANT**

**VRS**

- (1) SDO(Elect.) Rengali,TPWODL,Sambalpur.

**OPPOSITE PARTY**

**GIST OF THE CASE**

The Complainant has filed the petition in the name of President Hutma-2 bearing Consumer No **4160-0106-0346** represented by Sri Subrat Badhei under SEED, TPWODL, Sambalpur 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 PVR dtd.09.04.2024 and not submitted w/s 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-IPA consumer having CD 12kw with initial date of p/s 23.05.2018 as seen from the FG data base. The complainant has raised objection on billing dispute. PL/Actual bill has been served upto Oct'2020(13.11.2020) with adjustment of PL bills where it is seen that the kwh reading was "14199" in reference to consumption recorded in meter sl. no." WVT00964" in billing since date of its p/s. However, it is seen from the smart meter installation/ replacement protocol sheet that the smart meter was replaced in place of old meter bearing sl. no."WVT01122" on 30.08.2022. So, it is concluded that the "WVT01122" meter was at site since the date of its p/s but wrongly entered in billing data base as "WVT00964". On verification of the photo of the meter sl. no." WVT01122" it is found that the kwh reading was "103919" on the date of replacement on 30.08.2022. The meter sl. no."10008628" was installed on 30.09.2022 as seen from FG record but the date was 30.08.2022 as per protocol sheet with IMR as"o" and MF "1" with old kwh reading as "103919" and Kvah "128714". The billing units of 30.08.2022 should be "89720" units (103919-14199) of old meter. From 01.09.2022 to 17.11.2022 there was no consumption as the kwh reading in new smart meter was "zero". The opposite party has raised the bill and there is no scope for bill revision. The above complainant is paying the bill although irregular but lump sum amount time to time as seen from the payment data. During hearing, the complainant has requested not to disconnection the p/s due to standing crop in that cultivated area at present and to allow instalments to clear the outstanding dues. In this context, this Forum believes that the complainant is presenting in a correct manner.

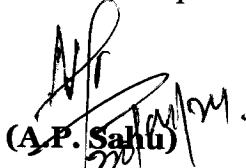
Hence, the Forum is in the opinion that there is no scope for bill revision but the Opposite party is supposed to consider the case and allow maximum instalments to clear the dues as well as not to disconnect the p/s for safe guard of the standing crops in existence in their cultivated land. The complainant is also liable to clear the dues through instalments to be fixed by opposite party.

**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 allow maximum instalments to clear the dues as well as not to disconnect the p/s for safe guard of the standing crops in existence in there cultivated land.
2. The Complainant is directed to clear the dues through instalments to be fixed by opposite party.
3. **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.

  
(A.P. Sahu)

Member (Finance)  
Member  
Grievance Redressal Forum  
TPWODL, Burla - 768017

  
(A.K. Satpathy)

President  
President  
Grievance Redressal Forum  
TPWODL, Burla - 768017

- Copy to:** - (1) The President Hutma-2, C/o Sri Subrat Badhei, At - Gambharkanta (Hutma), Po- Themra, Dist- Sambalpur-768005.  
(2) Sub-Divisional Officer (Elect.) Rengali, TPWODL, Sambalpur 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 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".