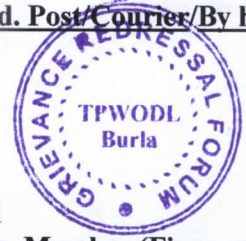


**Grievance Redressal Forum  
TPWODL, BURLA**

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



Ref: GRF/Burla/Div/DED/ (Final Order)/ 1416 (4)

Date: 31/01/2024

**Present:**

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

1	Case No.	BRL/40 /2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sri Suni Sahu At-Ghamamunda Po-Budido Ps-Realam Dist-Deogarh	4141-1205-0944	6372788211	
3	Respondent/s	SDO (Electrical), Deogarh, TPWODL		Division D.E.D, TPWODL, Deogarh	
4	Date of Application	21.12.2023			
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	21.12.2023			
9	Date of Order	31/01/2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			



**Place of Camp:** ESO Office Reamal, TPWODL

**Appeared**

**For the Complainant-** Sri Suni Sahu

**For the Respondent –** SDO (Electrical), Deogarh, TPWODL

**GRF Case No- BRL/40/2024**

Sri Suni Sahu  
At-Ghamamunda  
Po-Budido  
Ps-Reamal  
Dist- Deogarh.  
Consumer No-4141-1205-0944

**COMPLAINAN**

**VRS**

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

**OPPOSITE PARTY**

**GIST OF THE CASE**

Sri Suni Sahu appeared on Dt. 21.12.2023 at the camp held on ESO Office, Reamal, DED, Deogarh and submitted a written complaint wherein he has stated about billing dispute & prays to rectify/revise the bill.

**SUBMISSION OF OPPOSITE PARTY**

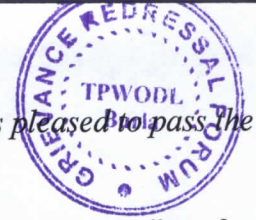
The Opposite Party has submitted billing abstract from Oct-2018 to Nov-2023 and PVR carried on 23.12.2023 in presence of consumer where it is found that meter SL No is 300074608 with CMR is 158KWh with total connected load is 96watt ". The opposite party has also submitted written statement in this case.

**OBSERVATION**

The case is persued 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 06.10.2018 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute with prayer to revise the bill & also expressed the displeasure. Actual bill was served in Nov-2022 for KWh reading of 7038 with billing unit of 6015 & actual bill was also served in Dec-2022 for KWh reading of 7040 with billing unit 2 seem to be improper & no meter reading has been done as per law & opposite party has remain silent in spite of rectification months together. Further, it is also seen that PL bills were served from Jan-2023 to Feb-2023. The meter SI No 300074608 was installed on 05.02.2023 & thereafter actual bills are going on the basis of meter reading. Hence bill revision is required for settlement 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 7040 units with IMR '1' in between the periods from 06.10.2018 to 09.01.2023 in reference to meter SI No 3020752 was continued in billing since date of power supply & for the period from Jan-2023 to Feb-2023 with reference to regulation 155 considering the consumption recorded in the meter SI No 300074608 with the daily/monthly actual consumption thereof.

**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 11808 to be spread over the reading of 7040 units with IMR '1' in between the periods from 06.10.2018 to 09.01.2023 in reference to meter SI No 3020752 was continued in billing since date of power supply & for the period from Jan-2023 to Feb-2023 with reference to regulation 155 considering the consumption recorded in the meter SI No 300074608 with the daily/monthly actual consumption thereof.
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)

Grievance Redressal Forum  
TPWODL, Burla - 768017

Copy to:

(A.P. Sahu)  
Member (Finance)

Grievance Redressal Forum  
TPWODL, Burla - 768017

A.K. Satapathy  
(President)

Grievance Redressal Forum  
TPWODL, Burla - 768017

1. Sri Suni Sahu, At-Ghamamunda, Po-Budido, Ps-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, Deogath. TPWODL.
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".