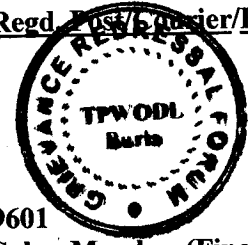


**Grievance Redressal Forum  
TPWODL, BURLA**

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)/ 2024 (4)

Date: 30/09/24

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

1	Case No.	BRL/529/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Hrushikesh Behera At/Po-Kandhal, Dist- Deogarh.		4141-1427-1228	9556538947
3	Respondent/s	SDO(Electrical), Deogarh		Division D.E.D, TPWODL, Deogarh	
4	Date of Application	27.08.2024			
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	27.08.2024			
9	Date of Order	30/09/24			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			



**Place of Camp:** SDO Office, TPWODL, Deogarh.

**Appeared**

**For the Complainant-** Hrushikesh Behera

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

**GRF Case No- BRL/529/2024**

(1) Hrushikesh Behera

At/Po-Kandhal,

Dist- Deogarh.

Consumer No.- 4141-1427-1228

**COMPLAINANT**

**VRS**

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

**OPPOSITE PARTY**

**GIST OF THE CASE**

The Complainant has filed the petition in the name of Hrushikesh Behera bearing Consumer No **4141-1427-1228** under DED, TPWODL, Deogarh stated about billing dispute.

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


**SUBMISSION OF OPPOSITE PARTY**

The Opposite Party has submitted PVR dtd. 17.09.2024, w/s dtd. 18.09.2024 and leger copy 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-domestic consumer having CD 1kw with initial date of p/s 19.11.2013 through meter sl. no.104499 as seen from the FG data base/ Samadhan App. The complainant has raised objection on billing dispute-served the bill in Jan'2016 for Rs 50,600.94/-. Meanwhile, the meter sl. no. WUS13492 was effect in billing on 24.08.2016 with IMR as zero and TPWODL1147960 was installed on 27.12.2022 with IMR as zero and MF 1. During verification the wrong billing in Jan'2016 came to the knowledge of the Forum and for that the complainant has shown the displeasure during the course of hearing which was also admitted by the opposite party and followed by submission in the w/s. The opposite party has served the bill in ok status upto Sep'2015 but PL/Avg. from Oct'2015 to Aug'2016 as well as Sep'2022 to Dec'2022 which requires bill revision to settle the billing dispute.

Hence, the Forum is in the opinion that the Opposite party is liable to revise the bill for the period from Oct'2015 to Aug'2016 basing on the consumption recorded in meter sl. no." WUS13492" taking IMR as "180" kwh in Dec'2016 and FMR as "573" kwh in May'2016 and for the period from Sep'2022 to Dec'2022 basing on the consumption recorded in meter sl. no." TPWODL1147960" taking IMR as "711" kwh in Mar'2024 and FMR as "1233" kwh in Aug'2024 with its daily/monthly actual average consumption thereof on considering the previous revision if any for adjustment.

  
President  
Grievance Redressal Forum  
TPWODL, Bureo - 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 Oct'2015 to Aug'2016 basing on the consumption recorded in meter sl. no." WUS13492" taking IMR as "180" kwh in Dec'2016 and FMR as "573" kwh in May'2016 and for the period from Sep'2022 to Dec'2022 basing on the consumption recorded in meter sl. no." TPWODL1147960" taking IMR as "711" kwh in Mar'2024 and FMR as "1233" kwh in Aug'2024 with its daily/monthly actual average consumption thereof on considering the previous revision if any for adjustment.
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.
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**  
Grievance Redressal Forum  
TPWODL, Burla - 768017

(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) Hrushikesh Behera, At/Po-Kandhal, 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:Bhoingar, 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".