

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)/ 2058 (4)

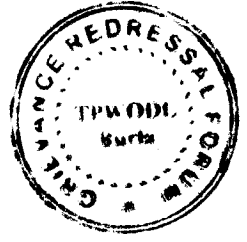
Date: 30/09/24

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

1	Case No.	BRL/534/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Yatra Ghatuala C/o-Sandip Dehury At/ Po -Kundheigola, Dist- Deogarh-768109.	4141-1354-0226	8847835017	
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			

President  
Grievance Redressal Forum  
TPWODL, Burla

Place of Camp: SDO Office, TPWODL, Deogarh.



**Appeared**

**For the Complainant-** Yatra Ghatuala

Represented by Sandip Dehury

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

**GRF Case No- BRL/534/2024**

(1) Yatra Ghatuala

At/ Po -Kundheigola,

Dist- Deogarh-768109.

Consumer No.- 4141-1354-0226

**COMPLAINANT**

**VRS**

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

**OPPOSITE PARTY**

**GIST OF THE CASE**

The Complainant has filed the petition in the name of Yatra Ghatuala bearing Consumer No **4141-1354-0226** represented by Sandip Dehury under DED, TPWODL, Deogarh stated about billing dispute as well as reconnection of p/s.

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


**SUBMISSION OF OPPOSITE PARTY**

The Opposite Party has submitted PVR & w/s dtd.18.09.2024 along with ledger 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 0.06kw with initial date of p/s 12.04.2006 as seen from the FG data base/ Samadhan App. The complainant has raised objection as mentioned in the gist of the case. This Forum has given an Interim order on the date of hearing dtd. 27.8.2024 in GRF camp was held at Division Office, Deogarh instantly with the direction after taking Rs 10,000/- along with RCDC fees of Rs 177/- to reconnect the p/s immediately and to revise the bill. The opposite party has already reconnected the p/s on 28.08.2024 after receiving the mentioned amount on 27.08.2024. The complainant has been served PL/Avg. bills for the periods from Feb'2013 to Aug'2024 as seen from the FG data base. In the mean time the meter sl. no."TWSP51188129" was installed on 29.08.2024 with IMR as "o" and onward bills were served to the complainant on actual basis with reference to consumption recorded in the above meter. So, bill revision is required to settle the billing dispute.

Hence, the Forum is in the opinion that the Opposite party is liable to revise the bill of the complainant as per law considering the actual average consumption taking the 06months recorded meter reading with reference to meter sl. no." TWSP51188129".


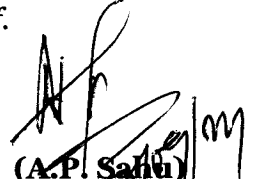

  
**President**  
**Grievance Redressal Forum**  
**TPWODL, Burla - 768017**

**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 as per law considering the actual average consumption taking the 06months recorded meter reading with reference to meter sl. no." TWSP51188129.
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>(B. Mahapatra)</b> (Co-Opted Member) <b>Co-opted Member</b> <b>Grievance Redressal Forum</b> <b>TPWODL, Burla - 768017</b>	 <b>(A.P. Sahu)</b> Member (Finance) <b>Member</b> <b>Grievance Redressal Forum</b> <b>TPWODL, Burla - 768017</b>	 <b>(A.K. Satpathy)</b> President <b>President</b> <b>Grievance Redressal Forum</b> <b>TPWODL, Burla - 768017</b>
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- Copy to:** - (1) Yatra Ghatuala, C/o-Sandip Dehury, At/ Po -Kundheigola, Dist- Deogarh-768109.  
(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: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".