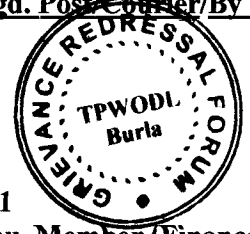


**Grievance Redressal Forum  
TPWODL, BURLA**

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)**



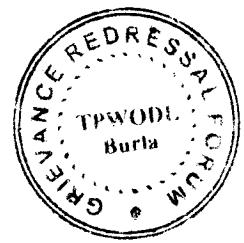
Ref: GRF/Burla/Div/DED/ (Final Order)/ 2138 (4)

Date: 30/10/24

**Present:**

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

|   |  |  |   |                |                                       |   |   |  |   |   |   |   |   |   |   |  |   |                  |   |             |   |                   |   |                              |   |                                 |   |   |   |                                    |   |                          |   |                         |  |  |  |
|---|--|--|---|----------------|---------------------------------------|---|---|--|---|---|---|---|---|---|---|--|---|------------------|---|-------------|---|-------------------|---|------------------------------|---|---------------------------------|---|---|---|------------------------------------|---|--------------------------|---|-------------------------|--|--|--|
| 1   | Case No.                                     | BRL/660/2024   |   |                |                                       |   |   |  |   |   |   |   |   |   |   |  |   |                  |   |             |   |                   |   |                              |   |                                 |   |   |   |                                    |   |                          |   |                         |  |  |  |
| 2   | Complainant/s                                | Name & Address   |   | Consumer No    | Contact No.                           |   |   |  |   |   |   |   |   |   |   |  |   |                  |   |             |   |                   |   |                              |   |                                 |   |   |   |                                    |   |                          |   |                         |  |  |  |
|   |  | Balabhadra Sahu<br>C/O-Soubhagya Sahu<br>At/Po-Saruali<br>Ps-Barkote<br>Dist-Deogarh-768110  |   | 4141-1166-0205 | 9937022076                            |   |   |  |   |   |   |   |   |   |   |  |   |                  |   |             |   |                   |   |                              |   |                                 |   |   |   |                                    |   |                          |   |                         |  |  |  |
| 3   | Respondent/s                                 | S.D.O (Elect),Deogarh  |   |                | Division<br>D.E.D, TPWODL,<br>Deogarh |   |   |  |   |   |   |   |   |   |   |  |   |                  |   |             |   |                   |   |                              |   |                                 |   |   |   |                                    |   |                          |   |                         |  |  |  |
| 4   | Date of Application.                         | 12.09.2024   |   |                |                                       |   |   |  |   |   |   |   |   |   |   |  |   |                  |   |             |   |                   |   |                              |   |                                 |   |   |   |                                    |   |                          |   |                         |  |  |  |
| 5   | In the matter of-                            | <table border="1"> <tr> <td>1. Agreement/Termination</td> <td>X</td> <td>2. Billing Disputes</td> <td>√</td> </tr> <tr> <td>3. Classification/Reclassification of Consumers</td> <td>X</td> <td>4. Contract Demand / Connected Load</td> <td>X</td> </tr> <tr> <td>5. Disconnection / Reconnection of Supply</td> <td>X</td> <td>6. Installation of Equipment &amp; apparatus of Consumer</td> <td>X</td> </tr> <tr> <td>7. Interruptions</td> <td>X</td> <td>8. Metering</td> <td>X</td> </tr> <tr> <td>9. New Connection</td> <td>X</td> <td>10. Quality of Supply &amp; GSOP</td> <td>X</td> </tr> <tr> <td>11. Security Deposit / Interest</td> <td>X</td> <td>12. Shifting of Service Connection &amp; equipments</td> <td>X</td> </tr> <tr> <td>13. Transfer of Consumer Ownership</td> <td>X</td> <td>14. Voltage Fluctuations</td> <td>X</td> </tr> <tr> <td colspan="4">15. Others (Specify) -X</td> </tr> </table> |   |                |                                       | 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 |  |  |  |
| 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              | <table border="1"> <tr> <td>1. OERC Distribution (Conditions of Supply) Code,2019</td> <td>√</td> </tr> <tr> <td>2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004</td> <td></td> </tr> <tr> <td>3. OERC Conduct of Business) Regulations,2004</td> <td></td> </tr> <tr> <td>4. Odisha Grid Code (OGC) Regulation,2006</td> <td></td> </tr> <tr> <td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004</td> <td></td> </tr> <tr> <td>6. Others</td> <td></td> </tr> </table>  |   |                |                                       | 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  |   |                  |   |             |   |                   |   |                              |   |                                 |   |   |   |                                    |   |                          |   |                         |  |  |  |
| 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                           | 12.09.2024   |   |                |                                       |   |   |  |   |   |   |   |   |   |   |  |   |                  |   |             |   |                   |   |                              |   |                                 |   |   |   |                                    |   |                          |   |                         |  |  |  |
| 9   | Date of Order                                | 30/10/24   |   |                |                                       |   |   |  |   |   |   |   |   |   |   |  |   |                  |   |             |   |                   |   |                              |   |                                 |   |   |   |                                    |   |                          |   |                         |  |  |  |
| 10  | Order in favour of                           | Complainant  | √ | Respondent     | Others                                |   |   |  |   |   |   |   |   |   |   |  |   |                  |   |             |   |                   |   |                              |   |                                 |   |   |   |                                    |   |                          |   |                         |  |  |  |
| 11  | Details of Compensation awarded, if any.     | NIL  |   |                |                                       |   |   |  |   |   |   |   |   |   |   |  |   |                  |   |             |   |                   |   |                              |   |                                 |   |   |   |                                    |   |                          |   |                         |  |  |  |



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

**Appeared**

**For the Complainant-** Balabhadra Sahu  
Represented by Soubhagya Sahu

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

**GRF Case No- BRL/660/2024**

Balabhadra Sahu  
C/O- Soubhagya Sahu  
At/Po-Saruali  
Ps-Barkote  
Dist-Deogarh  
Consumer No-4141-1166-0205

**VRS**

SDO(Electrical), Deogarh, TPWODL.

**COMPLAINANT**

**OPPOSITE PARTY**

**GIST OF THE CASE**

Soubhagya Sahu has appeared on behalf of Balabhadra Sahu in the hearing on Dt. 12.09.2024 at the camp held at ESO Office, Barkote and submitted a written complaint wherein he has stated about billing dispute- Bill was Rs.4200.00 in the year 2023 but its jump to Rs. 82000.00 in the year 2024 & requested to revise/rectify the same.

**SUBMISSION OF OPPOSITE PARTY**

The opposite party has submitted billing abstract from Dec-2014 to Aug-2024, a PVR carried out on 20.09.2024 and 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 of 0.01KW with date of initial power supply on Dt.01.09.2012 through meter SL No 824826 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute as mentioned in GIST with prayer to revise the bill. The complainant has been served the bill with KTJ category up to Oct 2023 where found the outstanding was 4212.67. A bill revision adjustment has already been done by opposite party for the period from April 2018 to Oct 2023 (28.02.2018 to 07.11.2023) w.r.t consumption recorded in meter SL No 824826 of KWh reading 16767 on 07.11.2023 as seen from the uploaded photo in FG of meter & its reading & debited Rs.75592.94. It is observed that the above consumption is pertaining to the period from the date of power supply to 07.11.2023 but how the bill revision has been done for the mentioned periods could not be explained by opposite party which is treated as ambiguous. The opposite party has prayed to recast the reading from Sept 2015 to Oct 2023 is not acceptable. In this regards this Forum feels that the consumption of 16767 units to be recast from the date of power supply to settle the billing dispute.

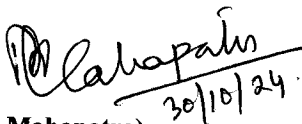
Hence it is the opinion of the Forum that the opposite party is liable to recast the reading of 16767 KWh with IMR 1 in between the periods from 01.09.2012 to 07.11.2023 with reference to consumption recorded in meter SI No 824826 considering the adjustment of previous bill revisions if any as per law & either debit or credit sundry to be given to the complainant as per accounting principle.

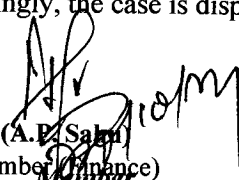
## ORDER


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 recast the reading of 16767 KWh with IMR 1 in between the periods from 01.09.2012 to 07.11.2023 with reference to consumption recorded in meter SI No 824826 considering the adjustment of previous bill revisions if any as per law & either debit or credit sundry to be given to the complainant as per accounting principle.
2. The Opposite party is directed not to consider the bill revision for the period revised earlier and adjust the revision as per law/for the period of penalty/in both cases, if any, as applicable as it has 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 benefits of OTS scheme and rebate thereof, if any, as applicable as it has 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 into 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, serve 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 at, 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.

  
30/10/24  
**B. Mahapatra**  
(Co-Opted Member)  
**Co-opted Member**  
**Grievance Redressal Forum**  
Copy to: TPWODL, Burla - 768017

  
(A.P. Sahu)  
Member (Finance)  
**Member**  
**Grievance Redressal Forum**  
TPWODL, Burla - 768017

  
**A.K. Satapathy**  
(President)  
**President**  
**Grievance Redressal Forum**  
TPWODL, Burla - 768017

1. Balabhadra Sahu, C/O- Soubhagya Sahu, At/Po-Saruali, Ps-Barkote, 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: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.orienc.org](http://www.orienc.org) under the "head "Cases-> "GRF".)