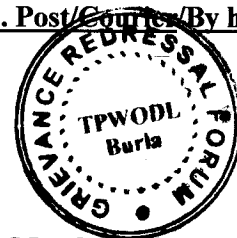


## Grievance Redressal Forum

TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,  
Burla, Sambalpur, Pin- 768017

Email: grf.burla@tpwesternodisha.com, Ph No.0663-2999601

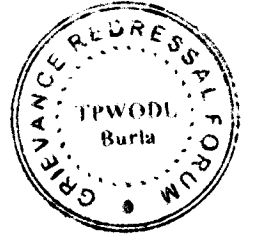
**Bench: A.K.Satapathy, President B.Mahapatra (Co-opted Member) and A.P.Sahu, Member (Finance)**

Ref: GRF/Burla/Div/DED/ (Final Order)/ 2140 (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/668/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Narayan Sahu Representative of late Balaram Sahu (Consumer) At/Po-Sarapal Ps-Kundheigola Dist-Deogarh-768109		4141-1351-2480	9438173288
3	Respondent/s	S.D.O (Elect),Deogarh			Division D.E.D, TPWODL, Deogarh
4	Date of Application	13.09.2024			
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	13.09.2024			
9	Date of Order	30/10/24			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			



**For the Complainant-** Narayan Sahu  
Representative of Late Balaram Sahu (Consumer)

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

**GRF Case No- BRL/668/2024**

Narayan Sahu  
S/O-Late Balaram Sahu (Consumer)  
At/Po-Sarapal  
Ps-Kundheigola  
Dist-Deogarh  
Consumer No-4141-1351-2480

**VRS**

SDO(Electrical), Deogarh, TPWODL.

**COMPLAINANT**

**OPPOSITE PARTY**

**GIST OF THE CASE**

Narayan Sahu has appeared on behalf of late Balaram Sahu in the hearing on Dt. 13.09.2024 at the camp held at ESO Office, Budhapal and submitted a written complaint wherein he has stated about billing dispute & requested to revise/rectify the same.

**SUBMISSION OF OPPOSITE PARTY**

The opposite party has submitted billing abstract from Dec 2015 to Sept-2024, a PVR carried out on 05.10.2024 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.12.06.2015 through meter SL No 818689 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute as mentioned in GIST with prayer to revise the bill. Actual bill has been served up to billing month July 2020 where as PL /Avg bill were served to the complainant from Aug-2020 to Dec 2021. Meanwhile, the meter with SI No TPWDL1006889 was affected in billing in Jan 2022 & continued according in the premises of the complainant. So, bill revision is required to settle the billing dispute.

Hence it is the opinion of the Forum that the opposite party is liable to revise the bill for the periods from Aug 2020 to Dec 2021 with reference to consumption recorded in meter SI No 818689 for six consecutive months taking the daily/monthly actual consumption thereof, considering the adjustment of previous bill revisions if any as per law as well as withdraw the proportionate DPS so levied during bill revision period as not served the actual bill to the complainant in accordance to meter reading.


**ORDER**

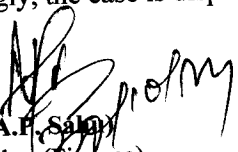
After careful consideration of hearing and data submitted by both parties the Forum is pleased to pass the Order as follows.


1. The Opposite Party is directed to revise the bill for the periods from Aug 2020 to Dec 2021 with reference to consumption recorded in meter SI No 818689 for six consecutive months taking the daily/monthly actual consumption thereof, considering the adjustment of previous bill revisions if any as per law as well as withdraw the proportionate DPS so levied during bill revision period as not served the actual bill to the complainant in accordance to meter reading.

- 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.

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

- Copy to:-  
 1. Narayan Sahu, S/O-late Balaram Sahu, At/Po-Sarapal, Ps-Kundheigola, 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.orerc.org](http://www.orerc.org) under the "head "Cases-> "GRF".)