

## 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)/ 2136(4)

Date: 30/10/24

Present:

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

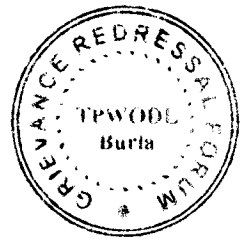
1	Case No.	BRL/671/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Kandarpa Gartia C/O-Juli Gartia At-Dholataila, Po-Palsama Ps-Kundheigola Dist-Deogarh-768109		4141-1363-1883	9360122561
3	Respondent/s	S.D.O (Elect),Deogarh			Division D.E.D, TPWODL, Deogarh
4	Date of Application	13.09.2024			
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			

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

**Appeared**

**For the Complainant-** Kandarpa Gartia  
C/O-Juli Gartia

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



**GRF Case No- BRL/671/2024**

Kandarpa Gartia  
C/O-Juli Gartia  
At-Dholataila, Po-Palsama  
Ps-Kundheigola  
Dist-Deogarh  
Consumer No-4141-1363-1883

**VRS**

SDO(Electrical), Deogarh, TPWODL.

**COMPLAINANT**

**OPPOSITE PARTY**

**GIST OF THE CASE**

Juli Gartia has appeared on behalf of Kandarpa Gartia in the hearing on Dt. 13.09.2024 at the camp held at ESO Office, Budhupal and submitted a written complaint wherein she has stated about billing dispute & requested to revise/rectify the same.

**SUBMISSION OF OPPOSITE PARTY**

The opposite party has submitted billing abstract from Oct-2017 to July-2024, a PVR carried out on Dt. 02.10.2024 & written statement in this case.

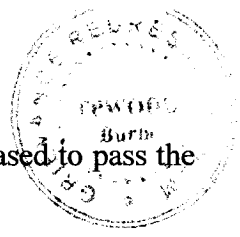
**OBSERVATION**

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.13.04.2014 through meter SI No 824073 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 for KWh reading of 6474 with IMR 1 and billing unit 6473 in Jan 2018. The billing up to May 2019 to be treated as basing on haphazard reading. The consumption unit of 7022 may not be taken as the correct reading in Jan 2019. During course of billing, it is seen that the meter SL No LW164683 was continuing in billing since June July 2019. As observed the consumption pattern of the above complainant during the period from June 2019 to July 2024 was within 30 units per month except few months which has happen due to table reading & no control over meter readers by opposite party. If it will be taken care the average consumption in between June 2019 to July 2024 is coming within 30 units per month. During hearing the complainant has appeared & expressed the displeasure on such high billing & also stated that there is very few load i.e. within 100 Watt and the same was verified & found from the PVR that the load was 107 watt. The complainant has also denied about use of high power & also expressed that he will unable to pay the bill. Hence, revision is required to settle the billing dispute. *It may be noted that the consumer is a DPL Category of an Indian Aras House has been sanctioned against him.*  
Hence it is the opinion of the Forum that the opposite party is liable to revise the bill from the date of power supply to 02.10.2024 treating it as a KTJ consumer, considering the adjustment of previous bill revisions if any as per law.

  
**President**

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


## ORDER

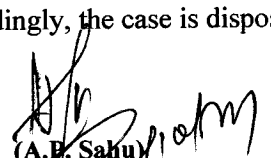


After careful consideration of hearing and data submitted by both parties the Forum is pleased to pass the Order as follows.

1. The Opposite Party is directed to revise the bill from the date of power supply to 02.10.2024 treating it as a KTJ consumer, considering the adjustment of previous bill revisions if any as per law.
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.

  
**B. Mahapatra**  
(Co-Opted Member)  
**Co-opted Member**

  
(A.P. Sahu)  
Member (Finance)  
**Member**

  
**A.K. Satapathy**  
(President)  
**President**

**Grievance Redressal Forum**  
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1. Kandarpa Gartia, C/O-Juli Gartia, At-Dholatailla, Po-Palsama, 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.orierc.org](http://www.orierc.org) under the "head "Cases-> "GRF").