



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/SED/ (Final Order)/ 2052 (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/698/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sandipta Kumar Nayak At-Ambira Nagar, Po-Ainthapali, Dist- Sambalpur-768806.	4117-3405-0467	7608811808	
3	Respondent/s	SDO(Electrical), Ainthapali,TPWODL		Division S.E.D, TPWODL, Sambalpur	
4	Date of Application	21.09.2024			
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	21.09.2024			
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:** ESO Office, Badabazar, TPWODL, Sambalpur.



**Appeared**

**For the Complainant-** Sandipta Kumar Nayak  
Represented by Ashok Kumar Sahu(Tenant)

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

**GRF Case No- BRL/698/2024**

(1) Sandipta Kumar Nayak  
At-Ambira Nagar,  
Po-Ainthapali,  
Dist- Sambalpur-768806.  
Consumer No.-4117-3405-0467

**COMPLAINANT**

**VRS**

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

**OPPOSITE PARTY**

**GIST OF THE CASE**

The Complainant has filed the petition in the name of Sandipta Kumar Nayak bearing Consumer No **4117-3405-0467** represented by Ashok Kumar Sahu under SED, TPWODL, Sambalpur 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 not submitted any relevant documents 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-GP consumer having CD 2kw with initial date of p/s 28.01.2011 as seen from the FG data base/ Samadhan App. The complainant has raised objection on billing dispute. Actual bill has already been served to the complainant upto billing month Jan'2023 with kwh reading of 44651 with reference to consumption recorded in meter sl. no."8150805". As seen from the FG database, there was LD of power supply since Feb'2023 to Jan'2024 but complainant during hearing confessed that in no time the power supply was in disconnection position and they have utilised the power supply during that period for which SDO,Ainthapali has already been discussed by this Forum and the opposite party has agreed on the same. The power supply is showing live in FG in Feb'2024 where found the actual bill was served to the complainant for kwh reading of 58928 with reference to consumption recorded in the meter as mentioned above. During hearing, this Forum has clearly convinced to the complainant due to which the complainant has paid an amount of Rs 91,666/- on the same day through on-line availing rebate & digital rebate and found clear the bill but required a small revision to make it correct.

Hence, the Forum is in the opinion that the Opposite party is liable to revise the bill by spread over the kwh reading of "14277"(FMR as 58928 in Feb'2024 - IMR as 44651 in Feb'2023) in between the periods from Feb'2023 to Feb'2024 as above consumption has been billed in a single month with tariff applicable so raised some excess bill with reference to consumption recorded in meter sl. no." 8150805" with its daily/monthly actual average consumption thereof so that the tariff/slab benefits to be given to the complainant.

*(Signature)*  
President

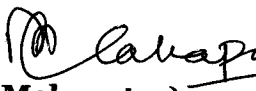
Grievance Redressal Forum  
TPWODL, Burla, 768802


**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 complainant by spread over the kwh reading of "14277"(FMR as 58928 in Feb'2024 - IMR as 44651 in Feb'2023) in between the periods from Feb'2023 to Feb'2024 as above consumption has been billed in a single month with tariff applicable so raised some excess bill with reference to consumption recorded in meter sl. no." 8150805" with its daily/monthly actual average consumption thereof so that the tariff/slab benefits to be given to the complainant.
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) Sandipta Kumar Nayak, At-Ambira Nagar, Po-Ainthapali, Dist- Sambalpur-768806  
(2) Sub-Divisional Officer (Elect.), Ainthapali, TPWODL with the direction to serve one copy of the order to the Complainant/Consumer.  
(3) Executive Engineer (Elect.), SED, TPWODL, Sambalpur.  
(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".