

**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/SEED/ (Final Order)/ 2051 (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/704/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Bhagarathi Muduli At/Po-Dhama, Dist- Sambalpur-768113		4162-3301-0435	
3	Respondent/s	SDO(Electrical), Dhanupali,TPWODL		Division S.E.E.D, TPWODL, Sambalpur	
4	Date of Application	23.09.2024			
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	23.09.2024			
9	Date of Order	30/09/24			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

ce of Camp: ESO Office,Dhama,TPWODL, Sambalpur.



**appeared**

**For the Complainant- Bhagarathi Muduli**

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

**GRF Case No- BRL/704/2024**

(1) Bhagarathi Muduli  
At/Po-Dhama,  
Dist- Sambalpur-768113  
Consumer No.- 4162-3301-0435

**COMPLAINANT**

**VRS**

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

**OPPOSITE PARTY**

**GIST OF THE CASE**

The Complainant has filed the petition in the name of Bhagarathi Muduli bearing Consumer No 4162-3301-0435 under SEED, TPWODL, Sambalpur stated about excess billing. The meter sl. no.WDV07505 was installed in the premises on the complainant since 2016 and the above meter is continuing since date of initial p/s and excess bill has been served by opposite party stating about replacement of new meter.

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-domestic consumer having CD 1kw with initial date of p/s 24.09.2016 as seen from the FG data base/ Samadhan App. The complainant has raised objection as mentioned in gist of the case. As seen, the meter sl. no WUV07505 is continuing since date of initial p/s as per record showing in Samadhan App. But, the opposite party has revised the bill for delay meter updating and debited Rs 14,470.31/- which was not true as there is no meter replacement and the date of meter instalment was shown in FG as 01.11.2022 for which the opposite party neither produce the meter installation protocol nor explained anything for the same rather stated that the above meter so mentioned is continuing and there was no meter replacement and wrongly entered in FG data base. In this regard, this Forum has discussed with concerned SDO who has accepted the mistake with the commitment to revise the bill within a week by giving credit after considering adjustment with reference to accounting principle and law involved thereon.

Hence, the Forum is in the opinion that the Opposite party is liable to revise the bill and given credit to the complainant for the debit amount with proper adjustment as per law without further delay as committed during hearing with intimation to this Forum so that, the grievance of the compliant can be redressed to settle the billing dispute.


  
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 and give credit to the complainant for the debit amount with proper adjustment as per law without further delay as committed during hearing with intimation to this Forum.
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) Bhagarathi Muduli, At/Po-Dhama, Dist- Sambalpur-768113.  
(2) Sub-Divisional Officer (Elect.), Dhanupali, TPWODL with the direction to serve one copy of the order to the Complainant/Consumer.  
(3) Executive Engineer (Elect.), SEED, 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:Bhoingar, 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".