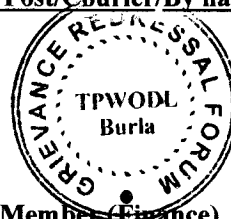


**Grievance Redressal Forum  
TPWODL, BURLA**

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/SED/ (Final Order)/ 2285(4)

Date: 31/12/24

**Present:** Sri A.K.Satpathy, President.  
Sri B.Mahapatra (Co-opted Member),  
Sri A.P.Sahu Member(Finance).

1	Case No.	BRL/728/2024																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Subash Chandra Naik At/Po-Daleipara, Dist- Sambalpur.		4161-3411-0177	9777225095																																
3	Respondent/s	SDO(Electrical) Bhutapada,TPWODL			Division S.E.E.D, TPWODL, Sambalpur																																
4	Date of Application	07.10.2024																																			
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	07.10.2024																																			
9	Date of Order	31/12/24																																			
10	Order in favour of	Complainant	√	Respondent	Others																																
11	Details of Compensation awarded, if any.	NIL																																			

**Place of Camp:** ESO Office, Golebazar, TPWODL, Sambalpur.

**Appeared**

**For the Complainant-** Subash Chandra Naik  
Represented by Paritosh Naik

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



**GRF Case No- BRL/728/2024**

(1) Subash Chandra Naik  
At/Po-Daleipara,  
Dist- Sambalpur.  
Consumer No.- 4161-3411-0177

**COMPLAINANT**

**VRS**

(1) SDO(Elect.) Bhutapada, TPWODL

**OPPOSITE PARTY**

**GIST OF THE CASE**

The Complainant has filed the petition in the name of Subash Chandra Naik bearing Consumer No **4161-3411-0033** under SEED, TPWODL, Sambalpur has stated about billing dispute-allow instalment to clear the arrear dues.

Hence, the Complainant prayed before the Forum to consider the case for revision/rectification.

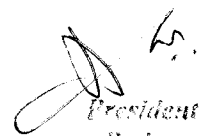
**SUBMISSION OF OPPOSITE PARTY**

The Opposite Party has submitted ledger copy for the period from Apr'2001 to Apr'2024, PVR dtd. 23.10.2024 as well as consumer details 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 0.51kw with initial date of p/s 01.01.1990 through meter sl. no."A33058/0"as seen from the FG data base/ Samadhan App. The complainant has raised objection as mentioned in gist of the case. The meter sl. no"WUS26777"was in billing from Feb'2017 and continuing till time where it is found that actual bill was served in Aug'2019 with kwh reading of "15465" with adjustment of PL bills as well as served the actual bill in Jul'2023(22.08.2023) for kwh reading of "45657" with billing units "29779" and adjust the PL bills so far raised and after that actual bills are going on till date. Although, there is little scope of bill revision but this Forum thinks it in a lien view and prefers to passed the order of spread over to make proper billing. Further, the above complainant has approached during hearing to the Forum to allow instalment where agreed to pay 50% of the arrear amount by Dec'2024 and the balance to be cleared by 31.03.2025 which was accepted by opposite party during hearing. To settle the billing dispute bill revisions are required.

Hence it is the opinion of the Forum that the opposite party is liable to spread over the kwh readings of "45657" in between the periods from Feb'2017 to Jul'2023 with reference to consumption recorded in meter Sl No "WUS26777" with the daily/monthly actual average consumption thereof, considering the adjustment of previous bill revisions if any as per law as well as allow instalments upto 31.03.2025 for clearance of arrear.


  
President  
Grievance Redressal Forum  
TPWODL, Burla - 768017

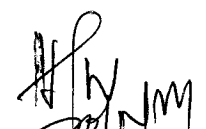
## ORDER


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 by spread over the kwh readings of "45657" in between the periods from Feb'2017 to Jul'2023 with reference to consumption recorded in meter Sl No "WUS26777" with the daily/monthly actual average consumption thereof, considering the adjustment of previous bill revisions if any as per law as well as allow instalments upto 31.03.2025 for clearance of arrear.
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)  
Grievance Redressal Forum  
TPWODL, Burla - 768017

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

  
(A.K. Satpathy)  
~~President~~  
Grievance Redressal Forum  
TPWODL, Burla - 768017

- Copy to:** - (1) Subash Chandra Naik At/Po-Daleipara, Dist- Sambalpur.  
(2) Sub-Divisional Officer (Elect.) Bhutapda, TPWODL, Sambalpur 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: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".