

## 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

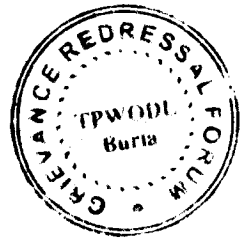
Bench: A.K.Satpathy, President B.Mahapatra (Co-opted Member) and A.P.Sahu, Member (Finance)

Ref: GRF/Burla/Div/SEED/ (Final Order)/ 21154

Date: 30/10/24

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

1	Case No.	BRL/732/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Gorekhlal Dash At/Po-Kansaripada, Goelbazar, Dist- Sambalpur.		4161-3407-0304	9938747939
3	Respondent/s	SDO (E), Bhutapada, TPWODL, Sambalpur			Division S.E.E.D, TPWODL, Sambalpur
4	Date of Application	07.10.2024			
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	07.10.2024			
9	Date of Order	30/10/24			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			



**Appeared**

**For the Complainant-** Gorekhlal Dash

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

**GRF Case No- BRL/732/2024**

(1) Gorekhlal Dash  
At/Po-Kansaripada, Goelbazar,  
Dist- Sambalpur  
Consumer No.- 4161-3407-0304

**COMPLAINANT**

**VRS**

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

**OPPOSITE PARTY**

**GIST OF THE CASE**

The Complainant has filed the petition in the name of Gorekhlal Dash bearing Consumer No **4161-3407-0304** under SEED, 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-Domestic consumer having CD 0.46kw with initial date of p/s 01.09.1990 as seen from the FG data base/ Samadhan App. The complainant has raised objection as mentioned in gist of the case. As per prayer of the complainant the opposite party has already been changed the tariff on 09.04.2024 with transaction date 21.02.2024 from LT-GP to LT-DOM but did not revise the bill till 07.10.2024(the Hearing date at camp site) for which required revision. Further, the complainant has approached for the instalments to clear the dues of TPWODL to be taken care by opposite party.

Hence, the Forum is in the opinion that the Opposite party is liable to revise the bill for the period from 21.02.2024 to 09.04.2024 considering the domestic tariff and also allow the suitable instalments observing the departmental formalities to clear the outstanding dues.


**ORDER**

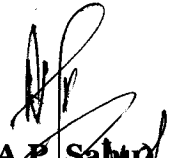
*Considering the documents and statements submitted by both the parties at the time of hearing, the Forum hereby passes orders that:*


- 1. The Opposite Party is directed to revise the bill of the consumer for the period from 21.02.2024 to 09.04.2024 considering the domestic tariff and also allow the suitable instalments observing the departmental formalities to clear the outstanding dues.*
- 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) 30/10/24.  
(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) Gorekhlal Dash, At/Po-Kansaripada, Goelbazar, Dist- Sambalpur.  
(2) Sub-Divisional Officer (Elect.), Bhutapada, 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: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".