

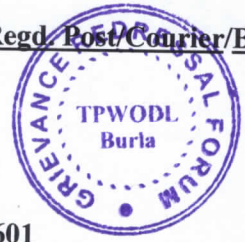
## Grievance Redressal Forum

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)/ 2264 (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/774/2024																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Sudhansu Roul C/o-Subham Kumar Roul At/Po-Kundheigola, Dist- Deogarh-768109.		4140-0103-1487	7008654765																																
3	Respondent/s	EE(Electrical), DED,Deogarh			Division D.E.D, TPWODL, Deogarh																																
4	Date of Application	24.10.2024																																			
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			
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6	Section(s) of Electricity Act, 2003 involved																																				
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8	Date(s) of Hearing	24.10.2024																																			
9	Date of Order	31/12/24																																			
10	Order in favour of	Complainant	√	Respondent	Others																																
11	Details of Compensation awarded, if any.	NIL																																			



**Appeared**

**For the Complainant-** Sudhansu Roul

Represented by Subham Kumar Roul

**For the Respondent -** EE(Elect.), Deogarh, TPWODL.

**GRF Case No- BRL/774/2024**

(1) Sudhansu Roul  
C/o-Subham Kumar Roul  
At/Po-Kundheigola,  
Dist- Deogarh-768109.  
Consumer No.- 4140-0103-1487

**COMPLAINANT**

**VRS**

(1) EE(Elect.), Deogarh, TPWODL

**OPPOSITE PARTY**

**GIST OF THE CASE**

The Complainant has filed the petition in the name of Sudhansu Roul bearing Consumer No **4140-0103-1487** represented by Subham Kumar Roul under DED, TPWODL, Deogarh 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 submitted w/s dtd.26.11.2024, PVR dtd. 25.11.2024 and ledger copy for the period from Aug'2017 to Oct'2024 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-IPA consumer having CD 3kw with initial date of p/s 15.02.2017 without meter as seen from the FG data base/ Samadhan App. The complainant has raised objection as mentioned in the gist of the case. The complainant has been served PL/Avg. bill upto billing month Jan'2024 since date of p/s. The meter bearing sl. no." TWSC59003467" was installed on 01.03.2024 and continuing with advance reading time to time and kwh reading was "1529" on 25.11.2024 as per PVR submitted by opposite party. In PVR, ESO, Budhapal has clearly mentioned that there is no transformer break down as complained by the complainant for the last 02 to 03 years. The opposite party has violated the regulation 97(ii) of OERC Distribution (Conditions of Supply) Code,2019 and provided the p/s without meter which is not acceptable by this Forum but considering the adverse situation was in existence in that period the, opposite party has been forced to provide the p/s without meter for benefit of the complainant. However, it is displeasure that the inaction of opposite party for installation of a new meter during date of p/s to Jan'2024 is quite unfair. But meter was already installed and actual billing is going on since Feb'2024. In such circumstances to settle the billing dispute the bill to be revised and for the opposite party has recommended in its w/s to do so.

Hence, the Forum is in the opinion that the Opposite party is liable to revise the bill for the period from the date of p/s (15.02.2017) to Jan'2024 considering recorded consumption in meter bearing SL No TWSC59003467 taking subsequent 06months actual meter reading i.e from Feb'2024 to Jul'2024 with the daily/monthly actual average consumption thereof, considering the adjustment of previous bill revisions if any as per law.



## 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 for the period from the date of p/s (15.02.2017) to Jan'2024 considering recorded consumption in meter bearing SL No TWSC59003467 taking subsequent 06months actual meter reading i.e from Feb'2024 to Jul'2024 with the daily/monthly actual average consumption thereof, 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 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

*Grievance Redressal Forum  
TPWODL, Burla - 768017*

- Copy to:** - (1) Subham Kumar Roul, At/Po-Kundheigola, Dist- Deogarh-768109.  
(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".