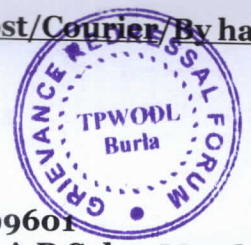


Grievance Redressal Forum  
TPWODL, BURLAQuarter No: SD-6/2, Sourav Vihar, Near NAC College,  
Burla, Sambalpur, Pin- 768017Email: [grf.burla@tpwesternodisha.com](mailto:grf.burla@tpwesternodisha.com), Ph No.0663-2999601Bench: A.K.Satpathy, President B.Mahapatra (Co-opted Member) and A.P.Sahu, Member  
(Finance)

Ref: GRF/Burla/Div/DED/ (Final Order)/1383 (4)

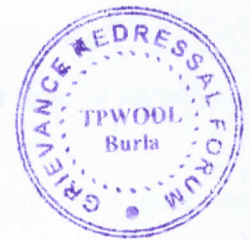
Date: 30/01/2024

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

1	Case No.	BRL/ 8 /2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sri Anil Sahu At/Po/Ps-Reamal Near Block Office Dist-Deogarh	4141-1204-1008	9178129368	
3	Respondent/s	S.D.O(Electrical)Deogarh, TPWODL,	Division D.E.D, TPWODL, Deogarh		
4	Date of Application	21.12.2023			
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	21.12.2023			
9	Date of Order	30/01/2024			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			



**Place of Camp:** ESO Office Reamal,DED, Deogarh TPWODL



**Appeared**

**For the Complainant-** Sri Anil Sahu

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

**GRF Case No- BRL/8/2024**

(1) Sri Anil Sahu  
At/Po/Ps-Reamal  
Near Block Office  
Consumer No.- 4141-1204-1008

**COMPLAINANT**

**VRS**

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

**OPPOSITE PARTY**

**GIST OF THE CASE**

The Complainant has filed the petition in the name of Sri Ani Sahu bearing Consumer No **4141-1204-1008** under DED, TPWODL, Deogarh and 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 PVR dtd. 11.01.2024, ledger copy and w/s in this case.

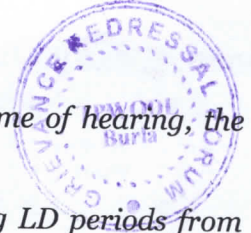
**OBSERVATION**

The case is pursued with all documents available in record and merit of the case. On examining the case in details, the Forum observed that the complainant is a LT-GP consumer having CD 1kw with initial date of p/s 10.02.2013 as seen from the FG data base. The above complainant has been served actual bill upto billing month Oct'2020 with kwh reading "2480" in reference to consumption recorded in meter sl. no."8093080" continued since date of power supply. Since Nov'2020 to Aug'2021 the status was LD. In Jan'2023 the actual reading was "2022" kwh in reference to consumption recorded in meter sl. no."8093080" which was not at all correct as during course of hearing, the meter reader accepted the same at the time of interrogation. The meter sl. no."TPWODL1075137" installed on 04.03.2023 with IMR as "zero" kwh. The SDO has submitted the w/s with the declaration that the p/s was disconnected from Nov'2020 to Jan'2023 with the remarks that the p/s was reconnected on 01.02.2023 after availing OTSS,2022 where mentioned that Abnormal/PL bills were served from Sep'2021 to Feb'2023 on defective meter. However, during cross examination of parties at site at the time of camp court both have failed to submit any relevant documents towards DC of P/S. However, during course of verification of ledger it is seen that LD is going on since Nov-2020 to Aug-2021 and up to reconnection in the month of Jan 2023. Hence the LD periods to be treated w.e.f from Nov-2020 to Jan-2023 which is in the W/S. So, the billing during LD periods cannot be relied upon.

Hence, the Forum is in the opinion that the Opposite party is liable to levy fixed cost during LD periods from Nov-2020 to Jan-2023 & the bills so raised during that period to be withdrawn. Further, the bill for the month of Feb-2023 to be revised by considering actual monthly average consumption recorded in meter Sl No TPWODL1075137 which was installed on 04.03.2023 with IMR as '0'.



## 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 levying fixed cost during LD periods from Nov-2020 to Jan-2023 & the bills so raised during that period to be withdrawn. Further, the bill for the month of Feb-2023 to be revised by considering actual monthly average consumption recorded in meter Sl No TPWODL1075137 which was installed on 04.03.2023 with IMR as '0'.
2. The Opposite party is directed not to consider the bill revision for the period already revised earlier/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 avail the new service connection as requested.
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) Sri Anil Sahu, At/Po/Ps-Reamal Near Block Office, Dist-Deogarh  
(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".