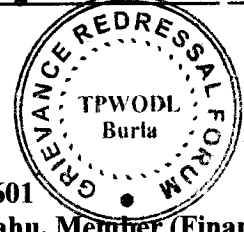


**Grievance Redressal Forum  
TPWODL, BURLA**

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/DED/ (Final Order)/ 2319 (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/835/2024																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Rasananda Pradhan At-Laxmipur, Po-Madyapur, Ps-Barkote, Dist- Deogarh-768110.		4140-0103-0952	7682959040																																
3	Respondent/s	EE(Electrical), DED,Deogarh			Division D.E.D, TPWODL, Deogarh																																
4	Date of Application	21.11.2024																																			
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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8	Date(s) of Hearing	21.11.2024																																			
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, Barkote, TPWODL, Deogarh.



**Appeared**

**For the Complainant-** Rasananda Pradhan

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

**GRF Case No- BRL/835/2024**

**(1) Rasananda Pradhan**

At-Laxmipur,  
Po-Madyapur,  
Ps-Barkote,  
Dist- Deogarh-768110.  
Consumer No.- 4140-0103-0952

**COMPLAINANT**

**VRS**

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

**OPPOSITE PARTY**

**GIST OF THE CASE**

The Complainant has filed the petition in the name of Rasananda Pradhan bearing Consumer No **4140-0103-0952** under DED, TPWODL, Deogarh has stated about the 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 ledger copy for the period from Feb'2017 to Oct'2024 in this case and not submitted the w/s.

**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 3HP with initial date of p/s 12.03.2016 without meter as seen from the ledger/ FG data base/ Samadhan App. The complainant has raised objection as mentioned in the gist of the case. As discussed with opposite party over phone it came to notice of the Forum that as per direction in the Interim Order the complainant has not deposited the required amount out of outstanding. It is seen that in Jan-2023 Rs.42036.75 was adjusted against PL bill in the billing w.r t consumption recorded in meter SL No TPU28203 which was installed on March-2022 with IMR 0 & MF 1 but has not revised the earlier bills although provided on average basis without meter. Considering the material facts the Forum feels that the bill should be revised from date of p/s to Aug-2021.

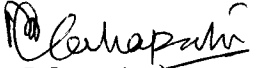
Hence it is the opinion of the Forum that the opposite party is liable to revise the bill from the date of power supply Aug-2021 considering consumption of subsequent six consecutive months/taking the Actual reading on or after completion six months in meter SL No TPU28203 with it daily/monthly Actual Average consumption thereof with the adjustment of previous bill revisions if any as per law

**ORDER**

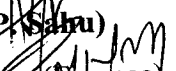
Considering the documents and statements submitted by both the parties at the time of hearing, the Forum hereby passes orders that:


1. The Opposite Party is directed to revise the bill from the date of power supply Aug-2021 considering consumption of subsequent six consecutive months/taking the Actual reading on or after completion six months in meter SL No TPU28203 with it daily/monthly Actual Average consumption thereof with 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 revised earlier and adjust the revision as per law/for the period of penalty/in both cases, if any, as applicable as it has 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 benefits of OTS scheme and rebate thereof, if any, as applicable as it has 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 into 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, serve 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 at, 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.

  
**(B. Mahapatra)**  
 (Co-Opted Member)  
 Co-opted Member  
 Grievance Redressal Forum  
 TPWODL, Burla - 768017  
**Copy to: - (1)** Rasananda Pradhan, At-Kanteikoli, Po-Gohira Damsite, Ps-Reamal,  
 Dist- Deogarh.

Accordingly, the case is disposed of.

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

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

- (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.orerc.org](http://www.orerc.org) under the "head "Cases->"GRF".