

## Grievance Redressal Forum

TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,  
Burla, Sambalpur, Pin- 768017Email: [grf.burla@tpwesternodisha.com](mailto:grf.burla@tpwesternodisha.com), Ph No.0663-2999601

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

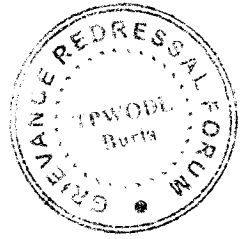


Ref: GRF/Burla/Div/DED/ (Final Order)/ 2303 (4)

Date: 31/12/24

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

1	Case No.	BRL/867/2024																																			
2	Complainant/s	Name & Address Dilip Munda At-Haridabahal, Po-Jharagogua Dist-Deogarh		Consumer No 4141-1559-0167	Contact No. 9861677101																																
3	Respondent/s	S.D.O (Elect),Deogarh			Division D.E.D, TPWODL, Deogarh																																
4	Date of Application	18.12.2024																																			
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																																				
7	OERC Regulation(s) with Clauses	<table border="1"> <tr> <td>1. OERC Distribution (Conditions of Supply) Code,2019 ✓</td> </tr> <tr> <td>2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004</td> </tr> <tr> <td>3. OERC Conduct of Business) Regulations,2004</td> </tr> <tr> <td>4. Odisha Grid Code (OGC) Regulation,2006</td> </tr> <tr> <td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004</td> </tr> <tr> <td>6. Others</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																										
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8	Date(s) of Hearing	18.12.2024																																			
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-** Dilip Munda

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

**GRF Case No- BRL/867/2024**

Dilip Munda  
At-Haridabahal, Po-Jharagoga  
Dist-Deogarh  
Consumer No-4141-1559-0167

**VRS**

SDO(Electrical), Deogarh, TPWODL.

**COMPLAINANT**

**OPPOSITE PARTY**

**GIST OF THE CASE**

Dilip Munda has appeared in the hearing on Dt. 18.12.2024 at the camp held at Jharagoga under ESO Office, Tileibani and submitted a written complaint wherein he has stated about billing dispute & has requested to revise/rectify the bill.

**SUBMISSION OF OPPOSITE PARTY**

The opposite party has not submitted any relevant documents except billing abstract from Apr-2010 to Nov-2024 in this case.

**OBSERVATION**

The case is pursued with all documents available in records submitted by the complainant and merit of the case. On examining the case in details, the Forum observed that the complainant is a LT-DOM consumer having CD of 0.11KW with date of initial power supply on Dt.04.09.2010 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute as mentioned in GIST with prayer to revise the bill. Act/PL bills were served to the complainant up to billing month April-May-2018 for KWh reading of 4080 with PL bills later on and in Jan-2019 served the bill for 5920 units with KWh 0 with an amount of Rs.30874.96 as current billing where it is seen that round complete took place due to punching of this wrong reading & the KWh reading was 4300 in Nov-Dec-2019. The billing were so made from time to time during date of p/s to Dec-2019 was not proper & up to satisfaction as per law. At present the billing are going on basing on the consumption recorded in meter SI No LW319036.

Hence it is the opinion of the Forum that the opposite party is liable to spread over the KWh reading of 4300 fin between the period from the date of power supply to Dec-2019 with reference to consumption recorded in meter SI No 813776 which was effected in billing since date of power supply to Dec-2019 with the daily/monthly actual consumption thereof with the adjustment of previous bill revisions if any as per law.


**ORDER**

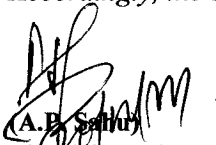
After careful consideration of hearing and data submitted by both parties the Forum is pleased to pass the Order as follows.

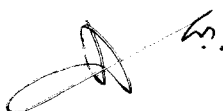
1. The Opposite Party is directed to spread over the KWh reading of 4300 fin between the period from the date of power supply to Dec-2019 with reference to consumption recorded in meter SI No 813776 which was effected in billing since date of power supply to Dec-2019 with the daily/monthly actual consumption 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.

*Accordingly, the case is disposed of.*

  
**B. Mahapatra)**  
(Co-Opted Member)  
*Co-opted Member*

  
(A.B. Sahoo)  
Member (Finance)  
*Member*

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

**Copy to:-**

1. Dilip Munda, At-Haridabahal, Po-Jharagoua, 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".)