

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

Ref: GRF/Burla/Div/DED/ (Final Order)/ 2305(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/868/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Pavitra Ada C/O-Madan Ada At-Goila, Po-Jharagogua Dist-Deogarh		4141-1559-0699	8280813779
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-	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	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			

**Place of Camp:** At-Jharagogua under ESO Tileibani

**Appeared**

**For the Complainant-** Pavitra Ada  
Represented by Madan Ada

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

**GRF Case No- BRL/868/2024**

Pavitra Ada  
C/O- Madan Ada  
At-Goila, Po-Jharagogua  
Dist-Deogarh  
Consumer No-4141-1559-0699

**VRS**

SDO(Electrical), Deogarh, TPWODL.



**COMPLAINANT**

**OPPOSITE PARTY**

**GIST OF THE CASE**

Madan Ada on behalf of Pavitra Ada has appeared in the hearing on Dt. 18.12.2024 at the camp held at Jharagogua 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 Nov-2012 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.01.11.2010 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute as mentioned in GIST with prayer to revise the bill. The above complainant has been served actual bill up to billing month June-July-2018 for KWh reading of 3420 w.r.t consumption recorded in meter SI No WESCO9090785 where it is seen that in March-April-2019 the KWh reading was '0' hence round complete took place in billing unit 6580 with current billing Rs.354792.64 and later on it is also seen that in Sept-Oct-2019 the KWh reading was 3490 with billing unit 70 and adjust the PL for May-June-2019 to July-Aug-2019. So, it is confirmed that reading of Sept-Oct-2019 of KWh 3490 was correct. Further, the meter SL No LW418965 was in billing in Nov-Dec-2019 and continued up to May-2023 with actual billing. PI/Avg billings were served from June-2023 to Dec-2023 and the meter SI No BT00000620 was in billing since Dec-2023. So, bill revision is required to settle the billing dispute.

Hence it is the opinion of the Forum that the opposite party is liable to revise the bill from Aug-Sept-2018 to Sept-Oct-2019 by taking IMR as 3420 & FMR as 3490 with reference to consumption recorded in meter SI No WESCO9090785 and for the period from June-2023 to Nov-2023 taking IMR as 10 in Feb-2024 & FMR as 194 in July-2024 with reference to consumption recorded in meter SI No BT00000620 with the daily/monthly actual consumption thereof with the adjustment of previous bill revisions if any as per law.


  
President  
Grievance Redressal Forum  
TPWODL, Barin - 768817

## 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 revise the bill from Aug-Sept-2018 to Sept-Oct-2019 by taking IMR as 3420 & FMR as 3490 with reference to consumption recorded in meter SI No WESCO9090785 and for the period from June-2023 to Nov-2023 taking IMR as 10 in Feb-2024 & FMR as 194 in July-2024 with reference to consumption recorded in meter SI No BT00000620 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.P. Sahu)  
Member (Finance)  
*Member*

  
**A.K. Satapathy**  
• (President)  
*President*

**Grievance Redressal Forum**

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**Copy to:** TPWODL, Burla - 768017

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1. Pavitra Ada, C/O- Madan Ada, At-Goila, 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”).