

**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)**



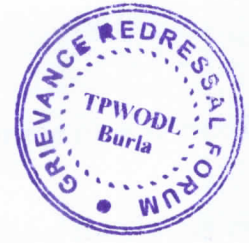
Ref: GRF/Burla/Div/DED/ (Final Order)/ 1498 (4)

Date: 27/02/24

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

1	Case No.	BRL/121/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sri Debananda Sahu At/Po-Khapar Sahi, Dist- Deogarh.	4141-4031-1929	9937421795	
3	Respondent/s	SDO(Electrical),Deogarh , TPWODL		Division D.E.D, TPWODL, Deogarh	
4	Date of Application	19.01.2024			
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	19.01.2024			
9	Date of Order	27/02/24			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: Division Office, TPWODL, Deogarh.



**Appeared**

**For the Complainant-** Sri Debananda Sahu

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

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

**COMPLAINANT**

- (1) Sri Debananda Sahu  
At/Po- Khapar Sahi,  
Dist- Deogarh.  
Consumer No.- 4141-4031-1929

**VRS**

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

**OPPOSITE PARTY**

**GIST OF THE CASE**

The Complainant has filed the petition in the name of Sri Debananda Sahu bearing Consumer No **4141-4031-1929** under DED, TPWODL, Deogarh stated about billing dispute.

Hence, the Complainant prayed before the Forum to consider his case for revision/rectification.


**SUBMISSION OF OPPOSITE PARTY**

The Opposite Party has submitted the ledger copy for the period from Dec'2019 to Nov'2023 along with meter testing report of SDO,MMG, Deogarh, copy of money receipt towards deposit of testing fees but submitted any w/s 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-domestic consumer having CD 2kw with initial date of p/s 02.12.2019 through meter sl. no. "WLT165469" as seen from the FG data base. Actual bills were served since the date of p/s to Nov'2023 with kwh reading of "14300". The complainant has raised objection on the meter and its efficiency and accordingly deposited of Rs 590/- on 12.01.2024 towards meter testing fees. On receipt of meter testing fees, SDO,MMG,Deogarh has submitted the testing report which was conducted in presence of the complainant and AOT of MMG on 12.01.2024 where it is found that the error status was +0.88% which will be treated as within the limit as per rule. In such situation, this Forum may not issue any direction for bill revision. However, this Forum is of the doubt about the testing of the meter and advised to the opposite party to test the meter by presenting before testing laboratory of TPWODL for better confirmation and consumer satisfaction.

Hence, the Forum is in the opinion that the Opposite party is advised to submit the meter before the authorities of testing laboratory of TPWODL for confirmation of the efficiency for consumer satisfaction and if found any deviation on such meter testing to be taken care at your level for bill revision in accordance to rule and regulation meant for the purpose so that the dispute can be settled or otherwise no revision to be done if found ok in the testing report.

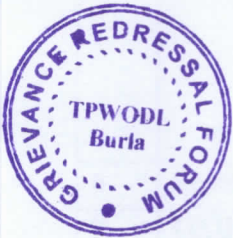
  
**President**  
**Grievance Redressal Forum**  
**TPWODL, Burla - 768017**


## 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 submit the meter before the authorities of testing laboratory of TPWODL for confirmation of the efficiency for consumer satisfaction and if found any deviation on such meter testing to be taken care at your level for bill revision in accordance to rule and regulation meant for the purpose so that the dispute can be settled or otherwise no revision to be done if found ok in the testing report.
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  
President  
Grievance Redressal Forum  
TPWODL, Burla - 768017

- Copy to:** - (1) Sri Debananda Sahu, At/Po- Khapar Sahi, Dist- Deogarh.  
(2) Sub-Divisional Officer (Elect.), Deogarh, TPWODL, Deogarh 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".