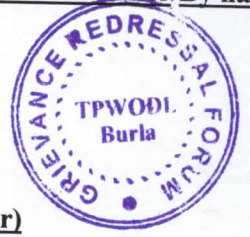


Grievance Redressal Forum  
TPWODL, BURLAQuarter No: SD-6/2, Sourav Vihar, Near NAC College,  
Burla, Bargarh, Pin- 768017Email: [grf.burla@tpwesternodisha.com](mailto:grf.burla@tpwesternodisha.com), Ph No.0663-2999601

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



Ref: GRF/Burla/Div/SEED/ (Final Order)/ 137841

Date: 30/01/2024

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

1	Case No.	BRL/3/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Balgobinda Beriha Dalaipara Dist-Sambalpur		4161-3104-0431	9437154828
3	Respondent/s	S.D.O (E),Bhutapada			Division S.E.E.D, TPWODL, Sambalpur
4	Date of Application	06.01.2024			
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	06.01.2024			
9	Date of Order	30/01/2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

appeared

**For the Complainant-** Sri Balgobinda Beriha

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



**GRF Case No- BRL/3/2024**

(1) Sri Balgobinda Beriha  
Dalaipara  
Dist-Sambalpur  
Consumer No.- 4161-3104-0431

**COMPLAINANT**

**VRS**

(1) - SDO (Electrical), Bhutapada, TPWODL.

**OPPOSITE PARTY**

**GIST OF THE CASE**

Sri Balgobinda Beriha appeared before this forum on 06.01.2024 at its camp held in the office of ESO Commissioner colony and submitted a written complaint wherein he has stated that his bill is coming in higher side and hence he prays to revise the bill.

**SUBMISSION OF OPPOSITE PARTY**

The Opposite Party has submitted the consumer information sheet and ledger abstract From April-2007 to April-2021 from Samdhan App & ledger abstract from April-2018 to Nov-2023 from FG..

**OBSERVATION**

From the records this forum observes that the initial date of power supply is 22.09. 1999. Bill from April-2007 to July-2016 have been served on actual basis. Bill from Aug-2016 to May-2019 have been served on PL/Avg basis with 312 units. There was a change of meter on 15.05.2017 with meter SI No WLT002425, make L&T after which his consumption has been recorded as 189, 145, 159, 151, 97, 123 units for the next 6 consecutive months with average if 144 units.

**ORDER**

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

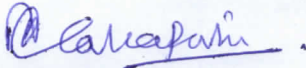
1. The opposite party is directed to revise the bill from Aug-2016 billing month up to May-2017 billing months by withdrawing the AV/PI units of 372/month by putting 144 units/month.
2. The Opposite party is directed not to consider the bill revision for the period already revised earlier/for the period 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.



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~~)  
**Grievance Redressal Forum**  
TPWODL, Burla - 768017  
Copy to:



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

1. Sri Balgobinda Beriha, Dalaipara, Dist-Sambalpur
2. Sub-Divisional Officer (Elect.), Bhutapada, TPWODL, Sambalpur with the direction to serve one copy of the order to the Complainant/Consumer
3. Executive Engineer (Elect.), SEED, TPWODL, Sambalpur
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". )