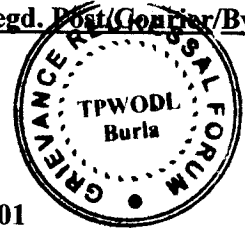


**Grievance Redressal Forum  
TPWODL, BURLA**

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,  
Burla, Bargarh, 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/SED/ (Final Order)/ 1834 (4)

Date: 31/07/24

**Present:**

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

1	Case No.	BRL/436/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Aditya Ku Pradhan At-Ladukhai Po-Kalamati Sambalpur	4118-3303-0019	8917593279	
3	Respondent/s	S.D.O (E),Hirakud	Division S.E.D, TPWODL, Sambalpur		
4	Date of Application	10.06.2024			
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	10.06.2024			
9	Date of Order	31/07/24			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

**Place of Camp:** ESO Office, Gosala, TPWODL



**Appeared**

**For the Complainant-** Sri Aditya Ku Pradhan

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

**GRF Case No- BRL/436/2024**

Aditya Ku Pradhan

At-Ladukhai

Po-Kalamati

Sambalpur

Consumer No.- 4118-3303-0019

**VRS**

SDO (Electrical), Hiraakud, TPWODL.

**COMPLAINANT**

**OPPOSITE PARTY**

**GIST OF THE CASE**

Aditya Ku Pradhan appeared on Dt. 10.06.2024 at the camp held at ESO Office, Gosala and submitted a written complaint wherein he has stated that "his electric meter was burnt due to lightning & from that day high bill were generated" so he has requested look into the matter & revise the bill accordingly.

**SUBMISSION OF OPPOSITE PARTY**

The opposite party has submitted billing abstract from Feb 2001 to May-2024, a PVR carried on 01.07.2024 & case history 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 1KW with date of initial power supply 15.06.2000 as seen from FG/Samadhan App. The complainant has raised objection on as mentioned in GIST part with prayer to revise the bill. The complainant could not able to confirm the date/month/year of lightning & burnt of meter and only raised the objection for relief. This Forum has gone through the PVR Dt.01.07.2024 along with the W/S of opposite party. From the documents it is seen that the load of the above complainant on 01.07.2024 was 1.38KW and also saw that the meter bearing SL No TWSP51065505 has been changed on 11.09.2023 and bills were served on actual basis since Oct 2023 to till date where also the opposite party has stated that no fault found in billing data base and hence bill revision not possible but if the consumer want to test the meter, the same can be done only after deposit of meter testing fees. However, during scrutiny of billing ledger it came to notice of the Forum that PI/Act bills were served to the complainant since Jan-Feb-2001 to Jan-Feb 2010 with KWh reading of 12572 considering the consumption recorded in meter SI No 1796540 was effected in billing from date of power supply where also found that some PI bills were adjusted keeping pending of the rest. Further, it is also seen that PI bills were served for the period from March April 20010 to July Aug 2010 which can be revised considering the consumption recorded in meter SL No 8014599 was effected in billing in July Aug 2010 but seems that the above meter might be installed during March April 2010 but updated in billing in July Aug 2010. The KWh reading n Sept Oct 2010 was 1229 with billing unit 1229 & the IMR was '0'. Other periods PI Avg bills may be consider for revision by opposite party w.r.t regulation basing on applicability.

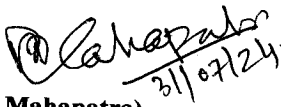
Hence it is the opinion of the Forum that the opposite party is liable to revise the bill for the periods from 15.06.2000 to Feb 2010 by spread over the reading of 12572 KWh with IMR '0' with reference to consumption recorded in meter SL No 1796540, as the billings although done but somewhere found bills for suppressed reading due to laces lying with meter reader where the opposite party have no control over them at that time due to various reason as well as revise the il for the period from March 2010 to Oct 2010 considering the consumption recorded in meter SI No 8014599 by spread over the reading of 1229 with IMR '0' in between the periods with the daily/monthly actual consumption thereof & other periods as per applicability as per rule considering the adjustment of previous bill revisions as per law if any.

**ORDER**

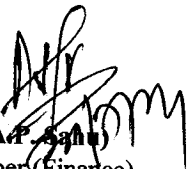
After careful consideration of hearing and data submitted by both parties the Forum is pleased to pass the Order as follows.

1. The Opposite Party is directed to revise the bill for the periods from 15.06.2000 to Feb 2010 by spread over the reading of 12572 KWh with IMR '0' with reference to consumption recorded in meter SL No 1796540 as the billings although done but somewhere found bills for suppressed reading due to laces lying with meter reader where the opposite party have no control over them at that time due to various reason as well as revise the il for the period from March 2010 to Oct 2010 considering the consumption recorded in meter SI No 8014599 by spread over the reading of 1229 with IMR '0' in between the periods with the daily/monthly actual consumption thereof & other periods as per applicability as per rule considering the adjustment of previous bill revisions as per law if any.
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.
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(a) 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 months 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  
Final Order Case No. BRL 438/2024  
TPWODL, Burla - 768017

  
(A.P. Sahu)  
Member (Finance)  
**Member**

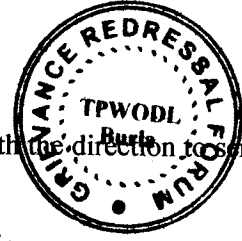
Grievance Redressal Forum  
TPWODL, Burla - 768017

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

Grievance Redressal Forum  
TPWODL, Burla - 768017

Copy to: -

1. Aditya Ku Pradhan, At-Ladukhai, Po-Kalamati, Dist- Sambalpur
2. Sub-Divisional Officer (Elect.), Hirakud, TPWODL, Sambalpur with the direction to serve one copy of the order to the Complainant/Consumer
3. Executive Engineer (Elect.), SED, 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". )

*[Handwritten signature]*