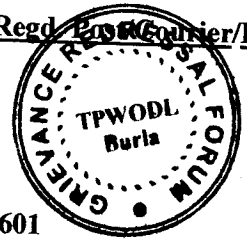


Grievance Redressal Forum  
TPWODL, BURLAQuarter No: SD-6/2, Sourav Vihar, Near NAC College,  
Burla, Bargarh, Pin- 768017Email: [grf.burla@tpwesternodisha.com](mailto:grf.burla@tpwesternodisha.com), Ph No.0663-2999601

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



Ref: GRF/Burla/Div/SED/ (Final Order)/ 1835 (4)

Date: 31/07/24

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

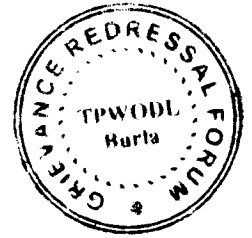
1	Case No.	BRL/437/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Rajendra Ku Agrawal At-A.Katapali Po-A.Katapali Sambalpur-768006		4118-3312-0057	9668153595
3	Respondent/s	S.D.O (E),Hirakud		Division S.E.D, TPWODL, Sambalpur	
4	Date of Application	10.06.2024			
5	In the matter of-	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 Rajendra Ku Agrawal

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



**GRF Case No- BRL/437/2024**

Rajendra Ku Agrawal

At-A.Katapali

Po-A.Katapali

Sambalpur

Consumer No.- 4118-3312-0057

**VRS**

SDO (Electrical),Hirakud, TPWODL.

**COMPLAINANT**

**OPPOSITE PARTY**

**GIST OF THE CASE**

Rajendra Ku Agrawal appeared on Dt. 10.06.2024 at the camp held at ESO Office, Gosala and submitted a written complaint wherein he has stated about billing dispute- up to Jan 2024 bills were OK but during Feb 2024 a bill of Rs.33466.88 has wrongly been billed & hence, he has request to revise/rectify the same.

**SUBMISSION OF OPPOSITE PARTY**

The opposite party has submitted billing abstract from March-2001 to May-2024, a PVR carried on 31.05.2024 & case history as well as a photograph of the meter with thereon in this case.

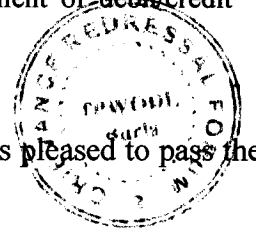
**OBSERVATION**

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 0.76KW with date of initial power supply 01.01.1990 as seen from FG/Samadhan App. The complainant has raised objection on billing served during Feb 2024 for Rs.33466.88 with prayer to revise the bill. Meanwhile, the meter SI No LW294684 was installed on 01.01.2020 with IMR '0' & MF 1 with old KWh reading of 8259 where found actual bill served for the above KWh reading in Sept Oct 2011. The opposite party has already been withdrawn Rs.31540.91 by giving credit on 11.06.2024 which was debited for delay meter updating in the billing on 30.03.2024 as seen from the ledger. However, as observed no bill has been raised on the consumer for the consumption units on monthly basis since the date of meter installation to 22.04.2024 properly. The billing record it is found that the bill has been raised for KWh reading of 5000 on 18.02.2024 & accordingly debited the account as seen the meter reading was 5281, 5368, 5498, 5668 & 5822 for the month Feb, March, April, May & June respectively with correct billing on actual basis. The complainant has claimed that a meter was installed on 01.01.2020 but in W/S the opposite party could not able to confirm the same & reported that the meter change date is not traceable at their level. In absence of detail & confirm report of opposite party, the statement of complainant to be considered as correct as the meter manufacture date was Feb 2019 as seen from the body of the meter in photo & replaced later on. This Forum believes that the meter replace date was 01.01.2020 & the benefit of doubt will be goes to the consumer. However, the KWh reading of 5000 on 18.02.2024 was for the period from 01.01.2020 to 18.02.2024. During Jan 2020 to 18.02.2024 bills were generated on average basis treating the meter as defective (bill in D-code) O-code has been given in the billing in Feb 2024 billing which was generated on 30.03.2024 considering IMR as 5000 in meter SL No LW294684. So, for proper billing rectification is required to resolve the dispute.

Hence it is the opinion of the Forum that the opposite party is liable to revise the bill for the periods from 01.01.2020 to 18.02.2024 by taking IMR as 0 & FMR as 5000 with reference to consumption recorded in meter SL No LW294684 with the daily/monthly actual consumption thereof with proper treatment of debit/credit sundry accordingly considering the adjustment of previous bill revisions as per law if any.

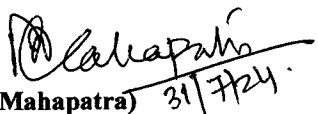
**ORDER**

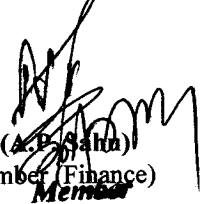
After careful consideration of hearing and data submitted by both parties the Forum is pleased to pass the Order as follows.

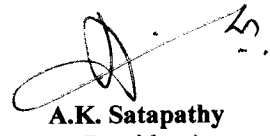


1. The Opposite Party is directed to revise the bill for the periods from 01.01.2020 to 18.02.2024 by taking IMR as 0 & FMR as 5000 with reference to consumption recorded in meter SL No LW294684 with the daily/monthly actual consumption thereof with proper treatment of debit/credit sundry accordingly 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(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 months from the date of issue of this order as the case may be.*

Accordingly, the case is disposed of.

  
(B. Mahapatra) 31/7/24  
(Co-Opted Member)  
Co-opted Member  
Grievance Redressal Forum  
TPWODL, Burla - 768017

  
(A.P. Saha)  
Member (Finance)  
Member  
Grievance Redressal Forum  
TPWODL, Burla - 768017

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

Najendra Ku Agrawal, At-A.Katapali, Po-A.Katapali, 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.oriarc.org](http://www.oriarc.org) under the “head “Cases-> “GRF”. )