

## 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)/ 1823 (4)

Date: 31/07/24

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

1	Case No.	BRL/440/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Khirood Ch. Nayak At/Po- Ludhar,Dimirkuda, Dist- Deogarh-768107.		4141-1517-0172	8895429670
3	Respondent/s	SDO(Electrical), Deogarh		Division D.E.D, TPWODL, Deogarh	
4	Date of Application	19.06.2024			
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	19.06.2024			
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, Tileibani, TPWODL, Deogarh.



**Appeared**

**For the Complainant-** Khirod Ch. Nayak

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

**GRF Case No- BRL/440/2024**

(1) Khirod Ch. Nayak  
At/Po- Ludhar, Dimirkuda,  
Dist- Deogarh-768107.  
Consumer No.- 4141-1517-0172

**COMPLAINANT**

**VRS**

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

**OPPOSITE PARTY**

**GIST OF THE CASE**

The Complainant has filed the petition in the name of Khirod Ch. Nayak bearing Consumer No **4141-1517-0172** under DED, TPWODL, Deogarh stated about billing dispute.

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

**SUBMISSION OF OPPOSITE PARTY**

The Opposite Party has submitted ledger copy for the period from May'2015 to May'2024, w/s, PVR dtd. 02.07.2024 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 1kw with initial date of p/s 26.05.2015 through meter sl. no WCV25930 as seen from the FG data base/ Samadhan App. The complainant has raised objection on billing dispute. The above complainant was served PL bills in Oct-Nov'2019 and in Jan'2019, Actual bill was served for billing units 6399 to be treated as abnormal as it has happened due to completion of round of meter reading as because less reading was put into billing than earlier reading of 3681 in Sep'2018. A new meter bearing sl. no.LW415088 was installed on 01.12.2019 with IMR as "1" as seen from the records. The opposite party has already been revised the bill for the period from 26.05.2015 to Jan'2019 and has already been withdrawn an amount of Rs 8406.45/-. The billing upto Sep'2018 to be rectified through spread over from date of p/s of reading of 3681units. The billing from Oct'2018 to 30.11.2019 to be treated as incorrect and high billing. As observed table readings were punched during meter reading and billing thereon as seen from the patter of billing. PL/Avg./Actual bills during the above periods to be revised as per new meter consumption as not acceptable as correct billing.

Hence, the Forum is in the opinion that the Opposite party is liable to revise the bill for the period from 26.05.2015 to Sep'2018 basing on the consumption recorded in meter sl. no." WCV25930" by spread over the reading of "3681" with IMR as "zero" in between the periods and Oct'2018 to 30.11.2019 basing on the consumption recorded in meter sl. no." LW415088" taking IMR as "1" kwh on 01.12.2019 and FMR as "403" kwh in Jun'2020 with its daily/monthly actual average consumption thereof. The adjustment of bill revision withdrawal amount so done earlier to be made-the differential Dr/Cr amount to be effected in the billing accordingly to settle the grievance of the complainant.

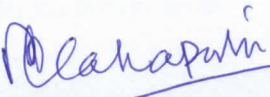


## ORDER

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 revise the bill of the consumer from 26.05.2015 to Sep'2018 basing on the consumption recorded in meter sl. no." WCV25930" by spread over the reading of "3681" with IMR as "zero" in between the periods and Oct'2018 to 30.11.2019 basing on the consumption recorded in meter sl. no." LW415088" taking IMR as "1" kwh on 01.12.2019 and FMR as "403" kwh in Jun'2020 with its daily/monthly actual average consumption thereof. The adjustment of bill revision withdrawal amount so done earlier to be made-the differential Dr/Cr amount to be effected in the billing accordingly to settle the grievance of the complainant.
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) Khirod Ch. Nayak, At/Po- Ludhar, Dimirkuda, Dist- Deogarh-768107.  
(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.oriarc.org](http://www.oriarc.org) under the "head "Cases->"GRF".