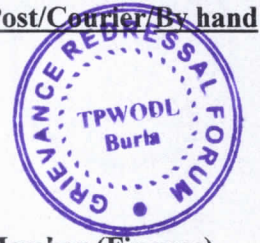


Grievance Redressal Forum  
TPWODL, BURLA

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)/ 1856(4)

Date: 31/07/24

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

1	Case No.	BRL/441/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Ajit Kumar Nayak At/Po- Hatkhamar, Dulpoda, Dist- Deogarh-768121.		4141-1504-0389	7077382626
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-** Ajit Kumar Nayak

Represented by Sri Dusasan Sahu

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

**GRF Case No- BRL/441/2024**

(1) Ajit Kumar Nayak

At/Po- Hatkhamar, Dulpoda,

Dist- Deogarh-768121.

Consumer No.- 4141-1504-0389

**COMPLAINANT**

**VRS**

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

**OPPOSITE PARTY**

**GIST OF THE CASE**

The Complainant has filed the petition in the name of Ajit Kumar Nayak bearing Consumer No **4141-1504-0389** represented by Sri Dusasan Sahu 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 Jun'2013 to May'2024, w/s, PVR dtd. 02.07.2024 and photograph of the meter 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 1kwwith initial date of p/s 24.06.2013 through meter sl. no.101542 continuing upto Jun'2024 with kwh reading of "5581" as seen from the FG data base/ Samadhan App. The complainant has raised objection on billing dispute. The above complainant was served PL/Actual bills with adjust of PL amount upto Jan'2019 with kwh reading of "2674"(14.02.2019). The kwh reading was 20 in Feb'2019 with billing unit 7346 treating completion of round. PL/Actual bills from Mar'2019 to May'2024 with kwh reading of 558 with adjustment of PL but found the billing was incorrect. As seen the kwh reading was 2674 in jan'2019 with actual billing. As per PVR dtd.02.07.2024 the kwh reading was 5186.70 in reference to consumption recorded in meter sl. no.101542. It is also seen from the PVR that no by-pass/hooks found at the time of physical verification so the recorded consumption of 5186.70 to be taken as correct and the arrear so served in the billing to the complainant to be treated as incorrect. The round up took place in Feb'2019 due to less punching of meter reading than in Jan'2019 as reported by opposite party in its w/s. The opposite party has already been revised the bill considering IMR as 2674kwh and FMR as 5186kwh and credited given to the consumer for the withdrawal amount of Rs 38,588/- it was reflected in ledger on 03.07.2024 where found the revision has been done for the period from 31.01.2019 to 02.07.2024.

Hence, the Forum is in the opinion that the Opposite party is liable to revise the bill after further verification/calculation for the period from 15.02.2019 to 02.07.2024 basing on the consumption recorded in meter sl. no." 101542" taking IMR as "2674" kwh and FMR as "5186" kwh and its daily/monthly actual average consumption thereof with considering the revision has already been reflected in ledger on 03.07.2024 and the differential amount Dr/Cr to be taken care by opposite party in billing.

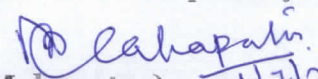
**ORDER**



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 after further verification/calculation for the period from 15.02.2019 to 02.07.2024 basing on the consumption recorded in meter sl. no." 101542" taking IMR as "2674" kwh and FMR as "5186" kwh and its daily/monthly actual average consumption thereof with considering the revision has already been reflected in ledger on 03.07.2024 and the differential amount Dr/Cr to be taken care by opposite party in billing.
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) 31/7/24

(Co-Opted Member)  
**Co-opted Member**  
**Grievance Redressal Forum**  
**TPWODL, Burla - 768017**

  
(A.K. Satpathy)

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

- Copy to:** - (1) Ajit Kumar Nayak, At/Po- Hatkhamar, Dulpoda, Dist- Deogarh-768121.  
(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:Bhoingar, 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.orienc.org](http://www.orienc.org) under the "head "Cases->"GRF".