

**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/SEED/ (Final Order)/ 1851 (4)

Date: 31/07/24

**Present:**

Sri A.K. Satapathy, President

Sri A.P.Sahu Member(Finance)

|    |  |   |   |  |             |
|----|--|---|---|--|-------------|
| 1  | Case No.                                     | BRL/449/2024  |   |  |             |
| 2  | Complainant/s                                | Name & Address  |   | Consumer No  | Contact No. |
|    |  | Gobardhan Pradhan<br>Hatibari, Jujomura<br>Dist-Sambalpur                   |   | 4164-3201-1029                                       |             |
| 3  | Respondent/s                                 | S.D.O (E),Rairakhol   |   | Division<br>S.E.E.D, TPWODL,<br>Sambalpur            |             |
| 4  | Date of Application                          | 24.06.2024  |   |  |             |
| 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                           | 24.06.2024  |   |  |             |
| 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, Hatibari, TPWODL

Appeared

For the Complainant- Gobardhan Pradhan

For the Respondent - SDO(Electrical),Rairakhol, TPWODL.



GRF Case No- BRL/449/2024

Gobardhan Pradhan  
Hatibari, Jujomura  
Dist-Sambalpur  
Con No-4164-3201-1029

VRS

SDO(Electrical), Rairakhol, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Gobardhan Pradhan has appeared on Dt. 24.06.2024 at the camp held at ESO Office, Hatibari and submitted a written complaint wherein he has stated about billing dispute & requested to revise/rectify the same.

SUBMISSION OF OPPOSITE PARTY

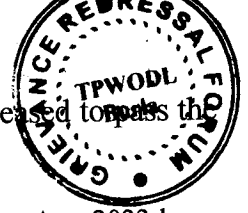
The opposite party has submitted billing abstract from May 2018 to May 2024 & a PVR carried on 02.07.2024 in this case.

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-GP consumer having CD 0.50KW with date of initial power supply 25.06.2013 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute-there is complain on meter i.e. bill has not been raised based on use of power supply with prayer to revise the bill. The meter SI No WUS24553 was effected in billing in Dec-Jan 2016-17. The Kwh reading was 4311 in June 2023 & 5420 in Aug 2023 where found the billing unit in Aug 2023 was 1109. The opposite party has already been revised the bill for the period from Nov 2020 to Sept 2023 (30.09.2020 to 12.10.2023) & credited Rs.2567.14. In this regards the opposite party has been asked by this Forum but could not explained properly with satisfaction of the Forum. Although the meter reading & billing was on actual basis but not correct & not done in accordance to consumption recorded time to time in the meter. it has happened due to table reading by meter readers & the opposite party has no control over them due to many of reasons was in force at that time. The suppressed reading has been billed but the date/month is not known so the revision to be carried out by taking from the initial date of installation of the meter. Further, it is seen from the PVR Dt.02.07.2024 of opposite party that the meter SI No WUS24556 is existing at site but meter SL No WUS24553 is showing in the FG. However, the reading in the billing & meter are same but only found mismatch of meter number in billing data base which needs updation in billing for the meter SL No WUS24556.

Hence it is the opinion of the Forum that the opposite party is liable to revise the bill for the periods from Dec-Jan 2016-17 to Aug 2023 by spread over the reading of 5420 units with IMR '0' in reference to consumption recorded meter SI No WUS24553 in between the periods with the daily/monthly actual consumption thereof considering the adjustment of previous bill revisions as per law if any as per applicability as well as update the meter SL No WUS24556 in billing data base after reverification of the meter at site & its reading by SDO and if found any deviation to be intimated to re-set of the order.

## 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 Dec-Jan 2016-17 to Aug 2023 by spread over the reading of 5420 units with IMR '0' in reference to consumption recorded meter SI No WUS24553 in between the periods with the daily/monthly actual consumption thereof considering the adjustment of previous bill revisions as per law if any as per applicability as well as update the meter SL No WUS24556 in billing data base after reverification of the meter at site & its reading by SDO and if found any deviation to be intimated to re-set of the order.
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 month from the date of issue of this order as the case may be.**

Accordingly, the case is disposed of.

  
(A.P. Sahu)

Member (Finance)  
~~Member~~

  
A.K. Satapathy  
(President)  
~~President~~

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

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

1. Gobardhan Pradhan, Hatibari, Jujomura, Dist-Sambalpur
2. Sub-Divisional Officer (Elect.) Rairakhol, TPWODL, 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: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.orierc.org](http://www.orierc.org) under the "head "Cases-> "GRF". )