

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

Ref: GRF/Burla/Div/SEED/ (Final Order)/ 1915 (4)

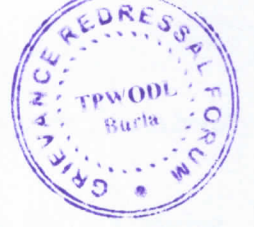
Date: 31/08/24

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

1	Case No.	BRL/502/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Pravakar Biswal J Nath Prasad Dist-Sambalpur		4164 3301 0143	9556352693
3	Respondent/s	S.D.O (E), Rairakhol			Division S.E.E.D, TPWODL, Sambalpur
4	Date of Application	09.08.2024			
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	09.08.2024			
9	Date of Order	31/08/24			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

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

Place of Camp: ESO Office, Naktideol, TPWODL



**Appeared**

**For the Complainant-** Pravakar Biswal

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

**GRF Case No- BRL/502/2024**

Pravakar Biswal  
J Nath Prasad  
Dist-Sambalpur  
Con No-4164 3301 0143

**COMPLAINANT**

**VRS**

SDO(Electrical), Rairakhol, TPWODL.

**OPPOSITE PARTY**

**GIST OF THE CASE**

Pravakar Biswal has appeared in the hearing on Dt. 09.08.2024 at the camp held at ESO Office, Naktideol and submitted a written complaint wherein he has stated about billing dispute & power reconnection & has request to revise/rectify the same.

**SUBMISSION OF OPPOSITE PARTY**

The opposite party has submitted a PVR carried out on Dt.15.08.2024 & consumer information sheet/WS 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 of 0.50KW with date of initial power supply on Dt.01.01.1990 through meter SL No 572954 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute with prayer to revise the bill. Actual bills were served to the complainant by opposite party up to Dec 2020 (15.01.2021) with KWh reading of 25801 with reference to consumption recorded in meter SL No 02622. PL/Avg bills were served Jan 2020 (16.01.2021) to July 2023 (08.08.2023). The opposite party has already been done the bill revision for the period from Jan 2015 to Dec 2020 where it is found Rs. 4456.97 & Rs.11758.88 was debited & credited respectively. As it is seen the meter SL No 1888706 was affected in billing in May-June 2004 & PL/Avg bills were served with actual billing in Jan-Feb 2007 where it is found the KWh reading was 317 with billing unit 256 taking IMR 61. Meanwhile meter SL No TWSP51027264 was installed on Dt.26.08.2023 with IMR '0' & MF 1. Hence, revision is required to settle the billing dispute.

Hence it is the opinion of the Forum that the opposite party is liable to revise the bill for the periods from May 2004 to Feb 2007 considering the recorded reading in meter SI No 1888706 taking IMR as 61 & FMR as 317 and for the period from Jan 2021 to Dec 2022 considering the recorded reading in meter SI No TWSP51027264 taking IMR as 609 in De 2023 & FMR as 1738 in May 2024 w.r.t Regulation 155. Further, reconnect the power supply on clearance of dues after revision & allowed instalments if approached by complainant with the daily/monthly actual consumption thereof, considering the adjustment of previous bill revisions if any as per law.


## ORDER

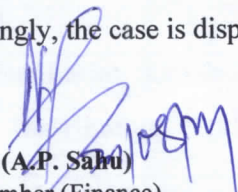



Considering the documents and statements submitted by both the parties at the time of hearing, the Forum hereby passes orders that:

1. The Opposite Party is directed to revise the bill for the periods from May 2004 to Feb 2007 considering the recorded reading in meter SI No 1888706 taking IMR as 61 & FMR as 317 and for the period from Jan 2021 to Dec 2022 considering the recorded reading in meter SI No TWSP51027264 taking IMR as 609 in De 2023 & FMR as 1738 in May 2024 w.r.t Regulation 155. Further, reconnect the power supply on clearance of dues after revision & allowed instalments if approached by complainant with the daily/monthly actual consumption thereof, considering the adjustment of previous bill revisions if any as per law.
2. The Opposite party is directed not to consider the bill revision for the period revised earlier and adjust the revision as per law/for the period of penalty/in both cases, if any, as applicable as it has 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 benefits of OTS scheme and rebate thereof, if any, as applicable as it has 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 into 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, serve 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 at, 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. Satapathy**  
(President)  
*President*  
**Grievance Redressal Forum**  
**TPWODL, Burla - 768017**

1. Pravarakar Biswal, J Nath Prasad, 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: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". )