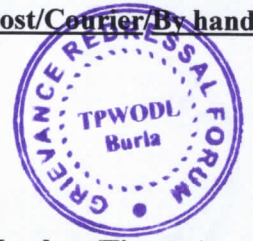


**Grievance Redressal Forum  
TPWODL, BURLA**

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)/

19/4 (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/503/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Nrusingh Nath Sahoo C/O-Abhisek Sahoo Naktideol Dist-Sambalpur		4164 3301 0053	7326085108
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			

**Place of Camp:** ESO Office, Naktideol, TPWODL



**Appeared**

**For the Complainant-** Nrusingh Nath Sahoo  
Represented by Abhisek Sahoo

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

**GRF Case No- BRL/503/2024**

Nrusingh Nath Sahoo  
C/O-Abhisek Sahoo  
Naktideol  
Dist-Sambalpur  
Con No-4164 3301 0053

**VRS**

SDO(Electrical), Rairakhol, TPWODL.

**COMPLAINANT**

**OPPOSITE PARTY**

**GIST OF THE CASE**

Abhisek Sahoo on behalf of Nrusingh Nath Sahoo 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- On March 2024 arrear was Rs.45983.00 which is suddenly jumped to Rs.82538.00 in April 2024 which is wrong according to him & 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 1KW with date of initial power supply on Dt.01.01.1990 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute with prayer to revise the bill. Meanwhile, the meter SI No WLT17002 was installed on 14.12.2021 with IMR '0' & MF 1. As seen the KWh reading on Dt.10.05.2024 was 8743 for which O-code has been given in the billing since April 2024 with IMR 8743 which was OK. The above meter at present continued in billing. The opposite party has already revised the bill for delayed meter updating for the period from Dec 2021 (14.12.2021) to March 2024 (10.05.2024) and debited Rs.36784.39 to the complainant where it is found that the photo of meter along with reading has been uploaded in FG data base. Avg bills were served for the period from Jan 2009 to March 2024. The actual KWh reading on Dt.23.05.2023, was 9108 with IMR 8743 on Dt.10.05.2024. The above complainant has not relied upon the revision so done and debited to the account hence, approached to this Forum for further verification & recalculation and rectification thereon as per law. The complainant has paid Rs.30000.00 on 09.08.2024 as per direction of this Forum & agreed to clear the dues through two instalments in presence of the opposite party. 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 by recalculating for the periods from Dt.14.12.2021 to Dt.10.05.2024 with reference to consumption recorded in meter SI No WLT217002 taking IMR as '0' & FMR as 8743 with the daily/monthly actual consumption thereof with adjustment of previous bill revision. The NSC so applied by the complainant to be consider for release after payment of dues followed by recalculation & revision thereon, if any.

## 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 by recalculating for the periods from Dt.14.12.2021 to Dt.10.05.2024 with reference to consumption recorded in meter SI No WLT217002 taking IMR as '0' & FMR as 8743 with the daily/monthly actual consumption thereof with adjustment of previous bill revision. The NSC so applied by the complainant to be consider for release after payment of dues followed by recalculation & revision thereon, if any.
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**

- Copy to:-
1. Nrusingh Nath Sahoo, C/O-Abhisek Sahoo, Naktideol, 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:Bhoynagar, 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". )