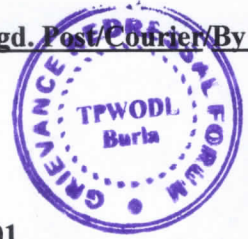


**Grievance Redressal Forum  
TPWODL, BURLA**

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/JED/ (Final Order)/ 1907(4)

Date: 31/08/24

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

1	Case No.	BRL/512/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Salila Kumar Das At-Babubagicha Po- Jharsuguda Dist- Jharsuguda.		4131-2202-0860	7978295153
3	Respondent/s	SDO-I(E),JED, TPWODL,Jharsuguda			Division J.E.D, TPWODL, Jharsuguda
4	Date of Application	20.08.2024			
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	20.08.2024			
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:** SDO-I Office, JED, TPWODL, Jharsuguda.



**Appeared**

**For the Complainant-** Salila Kumar Das

**For the Respondent -** SDO-I(E), JED, TPWODL, Jharsuguda.

**GRF Case No- BRL/512/2024**

Salila Kumar Das  
At-Babubagicha  
Po- Jharsuguda  
Dist- Jharsuguda.  
Consumer No.- 4131-2202-0860

**COMPLAINANT**

**VRS**  
SDO-I(E), JED, TPWODL, Jharsuguda

**OPPOSITE PARTY**

**GIST OF THE CASE**

Salila Kumar Das has appeared in the hearing on Dt. 20.08.2024 at SDO-I Office, Jharsuguda and submitted a written complaint wherein he has stated that "abnormal billing for the month of March-2024 in which the consumer has received a bill for 3113 units. Meter testing was done on 10.05.2024 and as per report meter was found within limit". The complainant has request to revise the bill.

**SUBMISSION OF OPPOSITE PARTY**

The Opposite Party has submitted meter testing report of MRT, Jharsuguda, billing abstract from Jan 2009 to July 2024 & a PVR carried out on Dt.29.08.2024 has been submitted 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 3KW with date of initial power supply on Dt.24.12.2008 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute as mentioned in GIST with prayer to revise the bill. From FG/Samadhan App as well as from the meter report No 545 Dt. 27.05.2024 of MRT, Jharsuguda the Forum observed that there was photo reading uploaded in the portal. From this it is seen that the meter is having partial display problem as also confirm from the test report. From the FG portal & photo uploaded, it is seen that in Jan 2024 reading was 21335 also photo uploaded to portal but the digit '1' seems partial as 4. In Feb 2024 the photos show the reading as 21452 which again the digit '1' seems partial as 4, in March 2024 the photo shows the reading as 24565 which and in this photo 1000<sup>th</sup> digit is clear as 4 and hence the meter reader as also mentioned as 4. But from the previous trend it is not clear whether the digit is 1 or 4. In the next month billing the photos shows 24668 where the single, 10 and 1000<sup>th</sup> are not fully cleared. The meter reader has uploaded as 24668.

From the above observation the Forum believes that due to the partial display problem of the meter the irregularities has happened & for the month of March 2024 billing, IMR was taken as 21452 and FMR was taken as 24565 and the consumer was billed for 3113 units. The previous bills were 117 units, 59 units & 157 units raised during Feb 2024, Jan 2024 & Dec 2023 respectively and the subsequent bills were 103 units, 131 units and 90 units during April 2024, May 2024 & June 2024 respectively.



Hence looking at the consumption pattern of the consumer, the consumption of 3113 units for the month of March 2024 is suspicious <sup>not</sup> & justifiable. Hence, this Forum ~~prefer~~ to declared the meter as faulty from March 2024 billing to till date and direct the opposite party to installed a new correct meter in its place & revise the bill from March 2024 to upto the date of installation of new meter obtaining six consecutive months reading with its daily/monthly actual average consumption thereof w.r.t regulation 155.

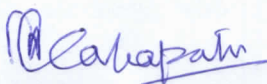
### ORDER

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



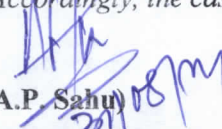
1. The Opposite Party is directed to revise the bill for the periods from March 2024 billing to till installation of new meter obtaining six consecutive months reading with its daily/monthly actual average consumption thereof w.r.t regulation 155 as the meter was declared as faulty due to problem in display for which MRT, Jharsuguda also reported & suggested to replace the meter.
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 seven 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. Salila Kumar Das, At-Babubagicha, Po- Jharsuguda, Dist- Jharsuguda.
2. Sub-Divisional Officer (Elect.)-I, TPWODL, Jharsuguda with the direction to serve one copy of the order to the Complainant/Consumer.
3. Executive Engineer (Elect.), JED, TPWODL, Jharsuguda.
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.oierc.org](http://www.oierc.org) under the "head "Cases->"GRF".