



## Grievance Redressal Forum

TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,

Burla, Sambalpur, Pin- 768017

Email: 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)/ 1916(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/521/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Debarchan Patel At-Rengalbeda Po/Ps-Laikera Dist- Jharsuguda 768215		4135-2802-0015	9439943428
3	Respondent/s	SDO-II(E),JED, TPWODL,Jharsuguda		Division J.E.D, TPWODL, Jharsuguda	
4	Date of Application	23.08.2024			
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	23.08.2024			
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, Laida



**Appeared**

**For the Complainant-** Debarchan Patel

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

**GRF Case No- BRL/521/2024**

Debarchan Patel

At-Rengalbada

Po/Ps-Laikera

Dist- Jharsuguda.

Consumer No.- 4135-2802-0015

**VRS**

SDO-II(E), JED, TPWODL, Jharsuguda

**COMPLAINANT**

**OPPOSITE PARTY**

**GIST OF THE CASE**

Debarchan Patel has appeared in the hearing on Dt. 23.08.2024 at ESO Office, Laida and submitted a written complaint wherein he has stated about billing dispute- a bill was served for Rs.38089.00 in Feb 2020 which was wrong according to him & has request to revise/rectify the bill.

**SUBMISSION OF OPPOSITE PARTY**

The Opposite Party has submitted a PVR carried out on Dt.28.08.2024 but no other relevant document has been submitted in this case.

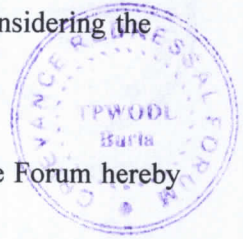
**OBSERVATION**

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 1.5KW 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 as mentioned in GIST with prayer to revise the bill. As seen from the FG billing history the opposite party has already served the bill for 6939 units in Jan 2020 with KWh reading of 9951 with IMR 3012 in reference to consumption recorded in meter SI No WLT003049 which was affected in billing in April-May 2017 & continued up to Jan 2020 with actual billing. Meanwhile, the meter with SI No LW372131 was affected in billing in March 2020 & continued up to March 2024 giving actual reading from time to time. On 11.04.2024 the meter with SL No TWSP51174990 was installed by replacing the old one by a Smart meter with old KWh reading of 13964. During scrutiny it is seen that in Sept 2019 the actual bill has been served to the complainant with KWh reading of 3012 in meter SL No WLT003049. PL bills were served to the complainant for the period from Oct-2019 to Dec-2019 & in Jan 2020 actual bill was served for units of 6939 with adjustment of PL bills & the meter SL No WLT003049 has been replaced in March 2020 with PL bill of Feb 2020. Hence, this Forum feels that the meter SL No WLT003049 may be declared as defective from 14.10.2019 (as actual bill served on 13.10.2019 as per Samadhan App). The consumption of 4939 units for duration of 04months cannot be considered as correct & also due to the fact the same meter has been replaced with another meter bearing SI No LW372131. So, the billing for the period from Oct 2019 to March 2020 needs revision 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 Oct 2019 to March 2020 with reference to consumption recorded in meter SI No LW372131 taking IMR as 870 in May 2020 & FMR as 2969 in Oct 2020 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 Oct 2019 to March 2020 with reference to consumption recorded in meter SI No LW372131 taking IMR as 870 in May 2020 & FMR as 2969 in Oct 2020 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. Satpathy)

President

*President*

*Grievance Redressal Forum  
TPWODL, Burla - 768017*

- Copy to:
1. Debarchan Patel, At-Rengalbeda, Po/PS-Laikera, Dist- Jharsuguda.
  2. Sub-Divisional Officer (Elect.)-II, 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: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".