



## Grievance Redressal Forum

TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,  
Burla, Sambalpur, Pin- 768017Email: [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)/ 2064 (4)

Date: 30/09/24

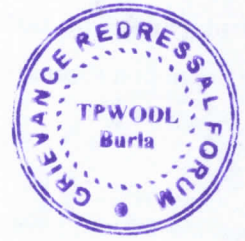
**Present:** Sri A.K.Satpathy, President.  
Sri B.Mahapatra (Co-opted Member),  
Sri A.P.Sahu Member(Finance).

1	Case No.	BRL/518/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Suru Raksa C/O-Prakash Raksa At-Bhoidihi Po-Bhatlaida Dist- Jharsuguda 768213		4135-2805-1326	9861438741
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	30/09/24			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

appeared

**For the Complainant-** Suru Raksa  
Represented by Prakash Raksa

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



**GRF Case No- BRL/518/2024**

Suru Raksa  
C/O- Prakash Raksa  
At-Bhoidihi  
Po-Bhatlaida  
Dist- Jharsuguda.  
Consumer No.- 4135-2805-1326

**COMPLAINANT**

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

**OPPOSITE PARTY**

**GIST OF THE CASE**

Prakash Raksa on behalf of Suru Raksa 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- bill served for Rs.13309.00 in Aug 2024 which was wrong according to him & has request to revise/rectify the bill.

**SUBMISSION OF OPPOSITE PARTY**

The Opposite Party has submitted a PVR without date & copy of management approval note on 30.09.2024 but no W/S and other relevant document submitted in this case.

**OBSERVATION**

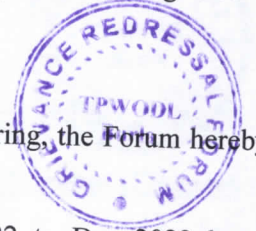
The case is pursued with all documents available in records submitted by the complainant and merit of the case. On examining the case in details, the Forum observed that the complainant is a LT-DOM consumer having CD of 1KW with date of initial power supply on Dt.25.06.2018 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute as mentioned in GIST with prayer to revise the bill. The first bill was generated on Avg basis for units of 4462 with current billing amount 19037.05 & served the Avg bill thereafter up to Dec 2023. (Served Avg bill from date of power supply to Dec 2023 although meter bearing SL No 6376503 has been seen in billing but declared as meter defective in Samadhan App). Meanwhile, the meter SI No TWSP51091508 was installed on 15.12.2023 IMR '0' & MF 1. As observed the consumer has paid the dues from Jan 2024 to June 2024 & nothing has been paid since the date of power supply to Dec 2023 as per Samadhan App. This Forum has gone through the FG data base/GF Ledger & found that Rs.12542.28 & Rs.13011.73 was debited & credited on 28.11.2023 & 03.08.2024 respectively. On scrutiny, It is seen that revision has been made declaring as Ghost consumer by opposite party & accordingly credited the amount but in later state reverse the revision & debited to the complainant. The PVR of filed officers taken into consideration where they stated that the bill revision to be done according to actual meter reading for the average periods. And from this, it is clear that the consumer is availing power supply from 25.06.2018 to up to date but Avg bills were served from date of power supply to Dec 2023 declaring the meter bearing SL No 6376503 as defective. During course of hearing the complainant has stated about no power supply for some periods to be verified by opposite party. However, to redressed the grievance of the complainant bill revision is required subject to others conditions applicable to be arrived after due verification thereon.

Hence it is the opinion of the Forum that the opposite party is liable to revise the bill for the periods from Jan 2022 to Dec 2023 by considering the recorded reading in meter SI No TWSP51091508 taking IMR as 36 in Feb 2024 & FMR as 309 in July 2024 with the daily/monthly actual consumption thereof and enquire about the

disconnection period in presence of the complainant & if found any disconnection period on enquiry to be withdraw the billing the EC & ED so raised during that period or on non-finding of any LD periods nothing to be withdrawn considering the adjustment of previous bill revision, 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 Jan 2022 to Dec 2023 by considering the recorded reading in meter SI No TWSP51091508 taking IMR as 36 in Feb 2024 & FMR as 309 in July 2024 with the daily/monthly actual consumption thereof and enquire about the disconnection period in presence of the complainant & if found any disconnection period on enquiry to be withdraw the billing the EC & ED so raised during that period or on non-finding of any LD periods nothing to be withdrawn considering the adjustment of previous bill revision, 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.

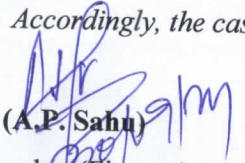


(B. Mahapatra)

(Co-Opted Member)  
Co-opted Member

Grievance Redressal Forum

TPWODL, Burla - 768017

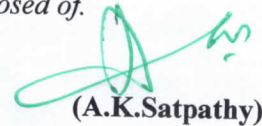


(A.P. Sahu)

Member (Finance)  
Member

Grievance Redressal Forum

TPWODL, Burla - 768017



(A.K. Satpathy)

President  
President

Grievance Redressal Forum

TPWODL, Burla - 768017

- Copy to:
1. Suru Raksa, C/O- Prakash Raksa, At-Bhoirdini, Po-Bhatlaida, 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".