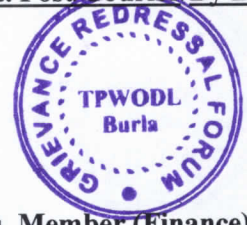


**Grievance Redressal Forum  
TPWODL, BURLA**

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)/ 20824

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/710/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Ratan Singh Representative of Ram Chandra Patra (Consumer) At/Po-Jamankira Dist- Sambalpur		4132-3501-1430	
3	Respondent/s	SDO (E), KUCHINDA, TPWODL, Jharsuguda			Division J.E.D, TPWODL, Jharsuguda
4	Date of Application	25.09.2024			
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	25.09.2024			
9	Date of Order	30/09/24			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			



ESD, Kuchinda under



**For the Complainant-** Ratan Singh  
Representative of Late Ram Chandra Patra (Consumer)

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

**GRF Case No- BRL/710/2024**

Ratan Singh  
Nephew of Late Ram Chandra Patra (Consumer)  
At/Po-Jamankira  
Dist- Sambalpur.  
Consumer No.- 4132-3501-1430

**COMPLAINANT**

**VRS**

SDO (E), Kuchinda, TPWODL, Jharsuguda

**OPPOSITE PARTY**

**GIST OF THE CASE**

Ratan Singh on behalf of Late Ram Chandra Patra has appeared in the hearing on Dt. 25.09.2024 at SDO Office, Kuchinda and submitted a written complaint wherein he has stated about billing dispute-bill served for Rs.27366.00 in June 2023 which was wrong according to him & has request to revise/rectify the bill.


**SUBMISSION OF OPPOSITE PARTY**

The Opposite Party has not submitted any relevant 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.05.05.2017 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute as mentioned in GIST with prayer to revise the bill. Meanwhile, the meter SI No TWB616492 was installed on 18.01.2024 IMR '0' & MF 1 where found the old KWh was 7051 in meter SI No 108908. During scrutiny of billing data base, it is observed that the bills were raised for 1212, 2725 & 1280-units during June to Aug-2023 respectively & also saw that billing were raised in D-Code (Average) during Aug 2023 to Dec 2023 as per FG data base. Actual bill was served up to May 2023. Considering the consumption pattern of the complainant during periods it is the feeling of the Forum that the billing so raised during 09.06.2023 to 18.01.2024 were not acceptable which to be treated as defective billing for which the opposite party neither produced any documents in its support nor defend for that but accepted that the bills were not correct with the submission before the Forum to rectify the bill to solve the billing dispute. As the Forum feels that the complainant is not able to pay the due at a time after revision hence the opposite to consider the instalments on approach in writing by complainant.

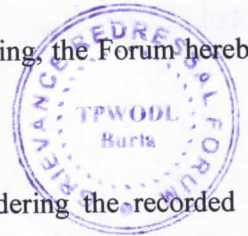
Hence it is the opinion of the Forum that the opposite party is liable to revise the bill for the periods from 09.06.2023 to 18.01.2024 by considering the recorded reading in meter SI No TWB616492 taking IMR as '0' on 18.01.2024 & FMR as 442 on 16.08.2024 with the daily/monthly actual consumption thereof with the adjustment of previous bill revision, if any, as per law with further direction not to disconnect the power supply unless until bill revision to be effected in billing & intimated to the complainant & the complainant is liable to pay the current dues on regular basis to avoid disconnection besides all these, the opposite party will allow suitable instalment on written application by complainant.

  
**President**  
Grievance Redressal Forum  
TPWODL, Burla - 751007



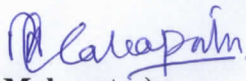
## ORDER


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



1. The both Parties are directed to act accordingly as per below mention instructions: -
  - I. Revise the bill for the periods from 09.06.2023 to 18.01.2024 by considering the recorded reading in meter SI No TWB616492 taking IMR as '0' on 18.01.2024 & FMR as 442 on 16.08.2024 with the daily/monthly actual consumption thereof with the adjustment of previous bill revision, if any, as per law.
  - II. Not to disconnect the power supply of the complainant unless until bill revision to be effected in billing & intimated to the complainant.
  - III. The complainant is liable to pay the current dues on regular basis to avoid disconnection
  - IV. Besides all these, the opposite party will allow suitable instalment on written application by complainant.
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)

  
(A.P. Sahu)

  
(A.K. Satpathy)

(Co-Opted Member)

Member (Finance)

President

Grievance Redressal Forum  
TPWODL, Burla - 768017

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- Copy to: -
1. Ratan Singh, nephew of Late Ram Chandra Patra, At Po-Jamankira, Dist-Sambalpur
  2. Sub-Divisional Officer (Elect.) Kuchinda, 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.orierc.org](http://www.orierc.org) under the "head "Cases->"GRF".