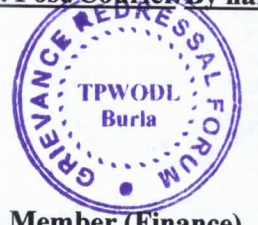


Grievance Redressal Forum  
TPWODL, BURLA

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/DED/ (Final Order)/ 1491 (4)

Date: 27/02/24

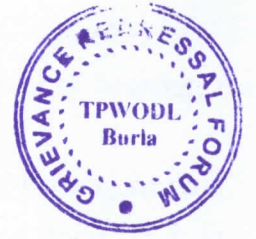
**Present:** Sri A.K.Satpathy, President.  
Sri B.Mahapatra (Co-opted Member),  
Sri A.P.Sahu Member(Finance).

1	Case No.	BRL/112/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Laxman Kumar Majhi At-Khajuridarh, Po- Gohiradam Side, Dist- Deogarh.		4141-1503-0265	9938658376
3	Respondent/s	SDO(Electrical),Deogarh , TPWODL		Division D.E.D, TPWODL, Deogarh	
4	Date of Application	20.01.2024			
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	20.01.2024			
9	Date of Order	27/02/24			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

  
President

Grievance Redressal Forum  
TPWODL, Burla, 768017

Place of Camp: ESO Office, Tileibani, TPWODL, Deogarh.



**Appeared**

**For the Complainant-** Sri Laxman Kumar Majhi

**For the Respondent -** SDO(Elect.), Deogarh, TPWODL, Deogarh.

**GRF Case No- BRL/112/2024**

(1) Sri Laxman Kumar Majhi  
At-Khajuridarh,  
Po- Gohiradam Side,  
Dist- Deogarh.  
Consumer No.- 4141-1503-0265

**COMPLAINANT**

**VRS**

(1) SDO(Elect.) Deogarh, TPWODL, Deogarh

**OPPOSITE PARTY**

**GIST OF THE CASE**

The Complainant has filed the petition in the name of Sri Laxman Kumar Majhi bearing Consumer No **4141-1503-0265** under DED, TPWODL, Deogarh stated about billing dispute.

Hence, the Complainant prayed before the Forum to consider his case for revision/rectification.


**SUBMISSION OF OPPOSITE PARTY**

The Opposite Party has submitted the ledger copy for the period from Nov'2011 to Dec'2023 and not submitted any relevant documents 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 domestic consumer having CD 1.5kw with date of initial power supply 15.10.2021 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute with prayer to revise the bill. The meter sl. no."713346" was effected in billing since Oct-Nov'2011 where it is seen that actual/PL/Avg bills were served upto billing month Sep-Oct'2018 with kwh reading of "4799" with IMR as "1". During scrutiny of the ledger, it is seen that PL/Avg bills were served for the period from Apr-May'2019 to Aug-Sep'2022. It is also came to the notice of the Forum that the meter reading was "85" kwh in Feb-Mar'2019 after completion of round and billed for "5286" units in that month so the consumption from the date of p/s to Feb-Mar'2019 was "10084" units (10000+85-1). Meanwhile, meter sl. no."LW673341" was installed and reflected in billing since Oct-Nov'2022 with giving advance reading thereon time to time where the opposite party has submitted the photocopy of the meter and its reading which is confirm to billing accordingly. So, required 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 period from 15.10.2011 to Feb-Mar'2019 by spread over the reading of "10084" units with IMR as "zero" kwh in reference to consumption recorded in the meter sl no "713346" and for the period from Jul'2019 to Jun'2021 in reference to consumption recorded in the meter sl no "LW673341" taking IMR as "2867" kwh in Dec'2022 and FMR as "4029" May'2023 with its daily/monthly actual consumption thereof.

  
**President**  
**Grievance Redressal Forum**  
**TPWODL, Burla - 768017**

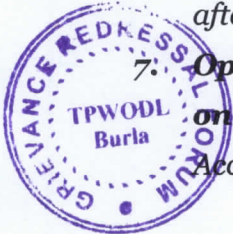
## ORDER

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 of the consumer for the period from 15.10.2011 to Feb-Mar'2019 by spread over the reading of "10084" units with IMR as "zero" kwh in reference to consumption recorded in the meter sl no "713346" and for the period from Jul'2019 to Jun'2021 in reference to consumption recorded in the meter sl no "LW673341" taking IMR as "2867" kwh in Dec'2022 and FMR as "4029" May'2023 with its daily/monthly actual consumption thereof.
2. The Opposite party is directed not to consider the bill revision for the period already revised earlier and adjust the revision as per law/for the period of penalty/in both cases if any as applicable as 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 OTS scheme and rebate thereon if any as applicable as 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 in to 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, served 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, 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) Sri Laxman Kumar Majhi, At-Khajuridarh, Po- Gohiradam Side, Dist- Deogarh.  
(2) Sub-Divisional Officer (Elect.), Deogarh, TPWODL, Deogarh with the direction to serve one copy of the order to the Complainant/Consumer.  
(3) Executive Engineer (Elect.), DED, TPWODL, Deogarh.  
(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.oriarc.org](http://www.oriarc.org) under the "head "Cases->"GRF".