

**Grievance Redressal Forum  
TPWODL, BURLA**

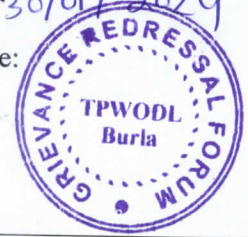
Quarter No: SD-6/2, Sourav Vihar, Near NAC College,  
Burla, Sambalpur, Pin- 768017

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)/ 1394 (1)

Date: 30/01/2024



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

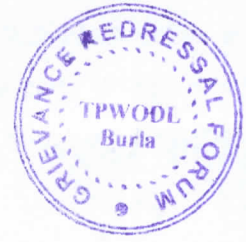
1	Case No.	BRL/19/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sri Pavitra Dharua At-Palunipada Po-Kansar Ps-Reamal Dist-Deogarh	4141-1554-0185	9556542012	
3	Respondent/s	SDO (Electrical), Deogarh, TPWODL	Division D.E.D, TPWODL, Deogarh		
4	Date of Application	29.08.2023			
5	In 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	29.08.2023			
9	Date of Order	30/01/2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

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

**Appeared**

**For the Complainant-** Sri Pavitra Dharua

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



**GRF Case No- BRL/19/2024**

Sri Pavitra Dharua  
At-Palunipada  
Po-Kansar  
Ps-Reamal  
Dist- Deogarh.  
Consumer No-4141-1554-0185

**COMPLAINANT**

**VRS**

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

**OPPOSITE PARTY**

**GIST OF THE CASE**

Sri Pavitra Dharua is the complainant who appeared on Dt. 29.08.2023 at the camp held on ESO Office Tileibani under SDO, Deogarh and submitted a written complaint wherein he has stated that Average billing from Nov-2014 to June-2015 and meter of Sri Jogeshwar Kuar has been installed in his house hence request to rectify/revise the bill.

**SUBMISSION OF OPPOSITE PARTY**

The Opposite Party has submitted PVR carried on 10.10.2023 where it is found that the meter status is OK with CMR 263KWh & meter SL No is 300072939 with remark given by concern authority that “authority of TPWODL don’t find any hooking or bypass but the meter number is mismatch (30072939) is present in the consumer premises but in FG LW417505 is showing, bill may be revised if any scope available for revision. The opposite party has also submitted billing abstract from Oct-2014 to July-2023 as well as written statement 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 0.11kw with date of initial power supply 18.12.2012 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute with prayer to revise the bill & also expressed the displeasure. Actual bill has been served up to Oct 2014 with outstanding of Rs.13148.78 (at that time the category was KTJ). Pl/Avg bills were served from Nov-2014 to April-2015 & abnormal billing in June-2015. The meter SI No 806228 was effected in billing in Oct-2014, WCV25598 in May-June-2015, LW417505 was installed on 02.12.2019, LW063330 was installed on 15.11.2018 with IMR ‘1’. In PVR it is shown that meter SI No 300072939 is in existence in the premises of the consumer but in billing meter SI No LW417505 is available where it is seen that the date of meter installation has not been mentioned which to be verified by opposite party from the meter installation protocol. It is also seen that the new meter is due for updation in billing data base along with raising of bill basing on the consumption of the above meter since the date of its installation.



Hence it is the opinion of the Forum that the opposite party is liable to revise the bill for the period from Nov-2014 to June 2015 considering the consumption recorded in meter SI No WCV25598 taking IMR as 634 in Nov-Dec-2015 & FMR as 1352 in March-April-2016 & for the period from Feb-2019 to April 2019 considering the consumption recorded in meter SI No LW063330 taking IMR as 122 in Jan-2019 & FMR as 236 in April-2019 & the daily/monthly actual average consumption thereof. Further, the opposite party is supposed to take immediate steps to update the meter bearing SI NO 300072939 in billing data base with proper verification of meter installation protocol & raised update billing in accordance to meter reading .

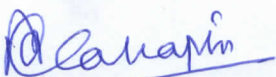


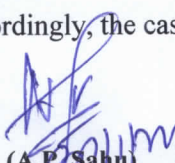
**ORDER**


*After careful consideration of hearing and data submitted by both parties the Forum is pleased to pass the Order as follows.*

1. The Opposite Party is directed to revise the bill for the period from Nov-2014 to June 2015 considering the consumption recorded in meter SI No WCV25598 taking IMR as 634 in Nov-Dec-2015 & FMR as 1352 in March-April-2016 & for the period from Feb-2019 to April 2019 considering the consumption recorded in meter SI No LW063330 taking IMR as 122 in Jan-2019 & FMR as 236 in April-2019 & the daily/monthly actual average consumption thereof. Further, the opposite party is supposed to take immediate steps to update the meter bearing SI NO 300072939 in billing data base with proper verification of meter installation protocol & raised update billing in accordance to meter reading .
2. The Opposite party is directed not to consider the bill revision for the period already revised earlier/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)  
**Grievance Redressal Forum**  
**TPWODL, Burla - 768017**

  
(A.P. Sahu)  
Member (Finance)  
**Grievance Redressal Forum**  
**TPWODL, Burla - 768017**

  
(A.K. Satpathy)  
President  
**Grievance Redressal Forum**  
**TPWODL, Burla - 768017**

**Copy to: -**

1. Sri Pavitra Dharua, At-Palunipada, Po-Kansar, 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, Deogath. TPWODL.
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””.