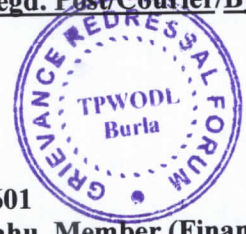


Grievance Redressal Forum  
TPWODL, BURLA

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

Email: [grf.burla@tpwesternodisha.com](mailto:grf.burla@tpwesternodisha.com), Ph No.0663-2999601

**Bench: A.K.Satapathy, President B.Mahapatra (Co-opted Member) and A.P.Sahu, Member (Finance)**



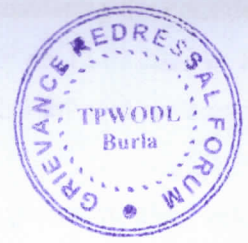
Ref: GRF/Burla/Div/JED/ (Final Order)/ 1397 (4)

Date: 30/01/2024

**Present:**

Sri A.K. Satapathy, President  
Sri B.Mahapatra (Co-opted Member)  
Sri A.P.Sahu Member(Finance)

1	Case No.	BRL/22/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Pruthilal Pasayat C/O-Sri Premanand Pasayat Purunabasti, Aghriapada Dist-Jharsuguda		4131-2106-0167	9777544166
3	Respondent/s	S.D.O (E)-I,Jharsuguda			Division J.E.D, TPWODL, Jharsuguda
4	Date of Application	12.01.2024			
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	12.01.2024			
9	Date of Order	30/01/2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			



**Appeared**

**For the Complainant-** Sri Pruthilal Pasayat  
Representated by Sri Premanand Pasayat

**For the Respondent -** SDO-I(Electrical),Jharsuguda, TPWODL.

**GRF Case No- BRL/22/2024**

Sri Pruthilal Pasayat  
C/O-Sri Premanand Pasayat  
Purunabasti, Aghriapada  
Dist-Jharsuguda  
Consumer No.- 4131-2106-0167

**COMPLAINANT**

**VRS**

(1) - SDO-I(Electrical),Jharsuguda, TPWODL.

**OPPOSITE PARTY**

**GIST OF THE CASE**

Sri Premanand Pasayat representative of Consumer Sri Pruthilal Pasayat appeared before this forum on dated 12.01.24 at its camp held in the office of SDO-I Jharsuguda and submitted a written complaint wherein he has stated that "Average bill served since 2001 & new meter installed on 12.02.2023.." So, he has requested to revise the bill.

**SUBMISSION OF OPPOSITE PARTY**

The Opposite Party has 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 LT-Dom consumer having CD 2kw with date of initial power supply 01.01.1990 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute with prayer to revise the bill & also expressed the displeasure. Although there was meter bearing SI No WESCO206911 is showing since the date of power supply to Jan 2023 but billings were raised on average basis. The meter SI No TPWODL1070871 was installed on 12.02.2022 with IMR as 0 & MF 1 & also was effected in the billing since Feb-2023 & actual billings are going on accordingly as per meter reading. Hence bill revision is required for settlement the billing dispute.

Hence it is the opinion of the Forum that the opposite party is liable to revise the bill from Feb-2022 to Jan-2023 considering the consumption recorded in meter SI No TPWODL1070871 taking IMR as '0' on 12.02.2022 & FMR as 752 on 10. 09.2023 & the daily/monthly actual average consumption thereof with reference to regulation 155 of OERC (Condition of supply) Code,2019.


**ORDER**

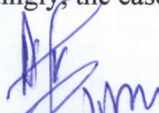
*After careful consideration of hearing and data submitted by both parties the Forum is pleased to pass the Order as follows.*


1. The Opposite Party is directed to revise the bill from Feb-2022 to Jan-2023 ~~considering~~ the considering the consumption recorded in meter SI No TPWODL1070871 taking IMR as '0' on 12.02.2022 & FMR as 752 on 10. 09.2023 & the daily/monthly actual average consumption thereof with reference to regulation 155 of OERC (Condition of supply) Code,2019.
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. Satapathy**  
 (President)  
**Grievance Redressal Forum**  
 TPWODL, Burla - 768017

1. Sri Pruthilal Pasayat, C/O- Sri Premanand Pasayat, Purunabasti, Aghriapada, Dist-Jharsuguda
2. Sub-Divisional Officer (Elect.)-I, Jharsuguda, TPWODL, 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". )