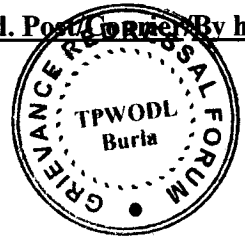


**Grievance Redressal Forum  
TPWODL, BURLA**

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)/ 1688 (4)

Date: 27/04/24

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

1	Case No.	BRL/266/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Hrushikesh Behera F/o- Priyabrata Behera At/Po- G4 74,Sailashree Vihar, Bhubaneswar-751021 Dist- Khordha	4141-1109-0329	9163648665	
3	Respondent/s	SDO(Electrical),Deogarh , TPWODL		Division D.E.D, TPWODL, Deogarh	
4	Date of Application	30.03.2024			
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	18.04.2024			
9	Date of Order	27/04/24			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

**Place of Camp:** GRF Office, TPWODL, Burla.

**Appeared**

**For the Complainant-** Hrushikesh Behera  
Represented by Priyabrata Behera

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



**GRF Case No- BRL/266/2024**

(1) Hrushikesh Behera  
F/o- Priyabrata Behera  
At/Po- G4 74, Sailashree Vihar,  
Bhubaneswar-751021  
Dist- Khordha  
Consumer No.- 4141-1109-0329

**COMPLAINANT**

**VRS**

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

**OPPOSITE PARTY**

**GIST OF THE CASE**

The Complainant has filed the petition in the name of Late Hrushikesh Behera bearing Consumer No **4141-1109-0329** represented by Sri Priyabrata Behera under DED, TPWODL, Deogarh stated about billing dispute.

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

**SUBMISSION OF OPPOSITE PARTY**

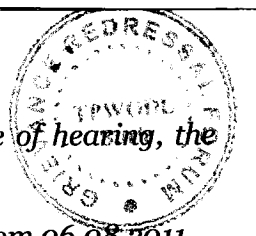
The Opposite Party has submitted the PVR dtd.15.04.2024, ledger copy and w/s in this case.

**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 1KW with date of initial power supply 06.08.2011 through meter sl. no."859639" with IMR as "2" as seen from FG/Samadhan App. The complainant has raised objection on billing dispute with prayer to revise the bill. Meanwhile, the meter Sl No TWSP51002795 was installed on 06.07.2023 with IMR as "0" and MF "1" where it is seen that the old kwh was "7515" on 08.06.2023(in billing month May'2023). The complainant has been served bill in Apr'2023 for billing unit "751" and May'2023 for billing unit "194" with kwh reading "7321" and "7515" respectively with reference to consumption recorded in meter sl. no."859639". As seen PL/Avg./other erroneous bills were served during date of p/s to 08.06.2023 due to poor meter reading system and no control over it by opposite party due to various constraint at that time. There was mistake in billing since 06.07.2023 to 24.07.2023 and rectification of bill is required from 09.06.2023 to 05.07.2023. As observed there was a revision for an amount of Rs 3493.85/- and reflected in the ledger by debiting the amount. So, bill revision is required 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 periods from 06.08.2011 to 08.06.2023 by spread over the reading of "7515" units with IMR '2' in reference to consumption recorded meter sl. no. "859639" and for the period from 06.07.2023 to 24.07.2023 taking IMR as "0" and FMR as "62" kwh as well as for the period from 09.06.2023 to 05.07.2023 taking IMR as "0" on 06.07.2023 and FMR as "516" kwh on 12.02.2024 considering consumption recorded in meter sl. no. TWSP51002795 with the daily/monthly actual consumption thereof and adjustment to be considered for earlier revisions. Further, serve the actual bill to the complainant on regular basis.

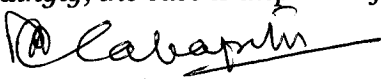
## ORDER





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 06.08.2011 to 08.06.2023 by spread over the reading of "7515" units with IMR '2' in reference to consumption recorded meter sl. no. "859639" and for the period from 06.07.2023 to 24.07.2023 taking IMR as "0" and FMR as "62" kwh as well as for the period from 09.06.2023 to 05.07.2023 taking IMR as "0" on 06.07.2023 and FMR as "516" kwh on 12.02.2024 considering consumption recorded in meter sl. no. TWSP51002795 with the daily/monthly actual consumption thereof and adjustment to be considered for earlier revisions. Further, serve the actual bill to the complainant on regular basis.
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) Hrushikesh Behera, F/o- Priyabrata Behera, At/Po- G4 74, Sailashree Vihar, Bhubaneswar-751021, Dist- Khordha  
(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".