

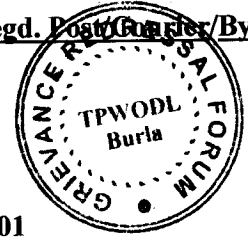
By Regd. Post/Quarter/By hand

**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)**



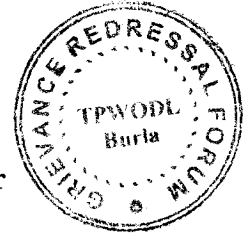
Ref: GRF/Burla/Div/SED/ (Final Order)/ 1689 (4)

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/267/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Rohit Rathore, Branch Manager ESI Corporation, Branch office, At/Po- Hirakud, Dist- Sambalpur.		4118-3208-0053	0663-2481585
3	Respondent/s	SDO(Electrical), Hirakud, TPWODL		Division S.E.D, TPWODL, Sambalpur	
4	Date of Application	27.03.2024			
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	<input checked="" type="checkbox"/>	Respondent	<input type="checkbox"/>
11		Details of Compensation awarded, if any.	NIL		

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



**Appeared**

**For the Complainant-** ESI Corporation, Branch office  
Represented by Sri Chandan Kumar Sahu, UDC-Cashier  
**For the Respondent -** SDO(Elect.) Hirakud, TPWODL, Sambalpur.

**GRF Case No- BRL/267/2024**

(1) Rohit Rathore, Branch Manager  
ESI Corporation, Branch office,  
At/Po- Hirakud,  
Dist- Sambalpur.  
Consumer No.- 4118-3208-0053

**COMPLAINANT**

**VRS**

(1) SDO(Elect.) Hirakud, TPWODL, Sambalpur

**OPPOSITE PARTY**

**GIST OF THE CASE**

The Complainant has filed the petition in the name of ESI Corporation, Branch office bearing Consumer No **4118-3208-0053** represented by Sri Chandan Kumar Sahu, UDC-Cashier under SED, TPWODL, Sambalpur stated about billing dispute, raised objection on levy of DPS, shown the displeasure on serving of PL bills from Aug'2021 to Aug'2022 as well as non-generation of bill Sep'2022 to Nov'2022, serving the bill for the month of Mar'2024 with delay and prayed to rectification of the bills, waiver of DPS and to serve the bill with fresh due date for Mar'2024 to avail the rebate and also seek clarification on debit of Rs 39,068/-. On 18.04.2024, during course of hearing the representative Sri C.K.Sahu has submitted the representation.

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

**SUBMISSION OF OPPOSITE PARTY**

The Opposite Party has submitted the written version on 18.04.2024 after discussion and direction thereon by the Forum.

**OBSERVATION**

The case is pursued with all documents available in records (FG data base and Samadhan App) and merit of the case. On examining the case in details, the Forum observed that the complainant is a LT-GP consumer having CD 12kw with initial date of p/s 01.01.1990 as seen from the FG data base. This Forum has gone through the FG ledger and considered the hearing dtd. 18.04.2024. As seen, PL bills were served for the period from Jul'2021 to Jul'2022 and actual bill has been served in Aug'2022 with billing unit "692". Further, it is also seen that actual bill has been served in Dec'2022 with kwh reading of "4332" with billing unit "2255" and no bills were served from Sep'2022 to Nov'2022. The meter sl. no."LW615562" was installed on 22.06.2021 with IMR as "0" and MF "1" with old kwh "13090" in reference to consumption recorded in meter sl. no."WEP00101" was effected in billing since Sep'2015 whereas the meter sl. no."10051610" was installed on 25.01.2024 with IMR as "0" and MF "1" with old kwh reading of "10359" on 24.01.2024. During the course of verification, it came to the notice of the Forum that the PL bills were not adjusted on serving actual bills. However, it is also seen that the opposite party has already been revised the bill and given credit for an amount of Rs 1158.90/- by withdrawing the wrong billing as well as Rs 1016.59/- has also been withdrawn giving credit for DPS as levied earlier but could not intimated the same to the complainant. In regards to debit of an amount of Rs 39,068/- it has been clarified by the opposite party that the same was credited on 31.03.2023 wrongly

d according<sup>ly</sup> to make it correct debit has been given in Feb'2024 which to be treated as mis-posting one earlier corrected later on. In this regard, the complainant has been asked to produce the evidence on the payment of the above amounts but has failed to produce before the Forum hence the clarification of opposite party was proved as correct. The representation of opposite party communicated through mail dtd. 19.04.2024 is also taken care by this Forum and also deal accordingly. As learned during hearing the bill of Mar'2024 was served to the complainant on 12.04.2024 whose rebate due date was 15.04.2024 but in this case seen the deviation and the complainant has not given the opportunity to avail the rebate by not allowing at least 07days to pay the amount. In this regard, the opposite party has agreed and committed either to provide a fresh bill with new due date so that the rebate can be availed by the complainant or the rebate amount to be credited by giving sundry. Regulation 150(iii) and 151(Xiii) of OERC Distribution (Conditions of Supply) Code,2019 may be referred. Neither the opposite party has served the correct bill nor DPS is applicable as per tariff order. So, bill revision is required to settle the grievance of the complainant with adjustment of previous revisions and other matters also relating to this case.

Hence, the Forum is in the opinion that the Opposite party is liable to revise the bills for the period from 16.06.2021 to 21.06.2021 basing on the consumption recorded in meter sl. no." WEP00101" taking the IMR as "12996"kwH and FMR as "13090"kwH and for the period from 22.06.2021 to 23.01.2023 by spread over the kwH reading of "4332" with IMR as "o" basing on the consumption recorded in meter sl. no." LW615562" as earlier the bills were erroneously served to the complainant as well as for the period from 25.01.2024 to 03.02.2024 basing on the consumption recorded in meter sl. no." 10051610" taking IMR as "o" and FMR as "148.85 or say 149" with its daily/monthly actual average consumption thereof. Further, calculate the DPS again for the periods where no actual bills have been served and accordingly taken care. In all these cases the bill revisions have already been done to be considered for adjustment. The opposite party is supposed to either served the fresh bill with revise due date or credit sundry to be given for the rebate amount as agreed during hearing. Further, the opposite party is liable to communicate in regards to bill revision, waiver of DPS and allow of rebate on Mar'2024 billing. For debit an amount of Rs 39,068/- again communicated although intimated earlier on 16.03.2024 for confirmation of the complainant.

### ORDER

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

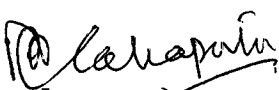
- 1. The Opposite Party is directed to revise the bill of the consumer as per the following instructions: -*


- i. For the period from 16.06.2021 to 21.06.2021 basing on the consumption recorded in meter sl. no." WEP00101" taking the IMR as "12996"kwH and FMR as "13090"kwH and for the period from 22.06.2021 to 23.01.2023 by spread over the kwH reading of "4332" with IMR as "o" basing on the consumption recorded in meter sl. no." LW615562" as earlier the bills were erroneously served to the complainant as well as for the period from 25.01.2024 to 03.02.2024 basing on the consumption recorded in meter sl. no." 10051610" taking IMR as "o" and FMR as "148.85 or say 149" with its daily/monthly actual average consumption thereof.*




- ii. Further, calculate the DPS again for the periods where no actual bills have been served and accordingly taken care.
- iii. The opposite party is supposed to either served the fresh bill with revise due date or credit sundry to be given for the rebate amount as agreed during hearing.
- iv. Further, the opposite party is liable to communicate in regards to bill revision, waiver of DPS and allow of rebate on Mar'2024 billing. For debit an amount of Rs 39,068/- again communicated although intimated earlier on 16.03.2024 for confirmation of the complainant.
- v. In all these cases the bill revisions have already been done to be considered for adjustment.
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)  
**Co-opted Member**  
**Grievance Redressal Forum**  
**TPWODL, Burla - 768017**

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

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

- Copy to: - (1)** Rohit Rathore, Branch Manager, ESI Corporation, Branch office, At/Po- Hirakud, Dist- Sambalpur.
- (2)** Sub-Divisional Officer (Elect.) Hirakud, TPWODL, Sambalpur with the direction to serve one copy of the order to the Complainant/Consumer.
- (3)** Executive Engineer (Elect.), SED, TPWODL, Sambalpur.
- (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".