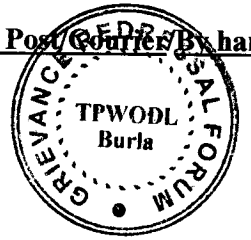


**Grievance Redressal Forum  
TPWODL, BURLA**

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)/ 16994

Date: 30/04/24

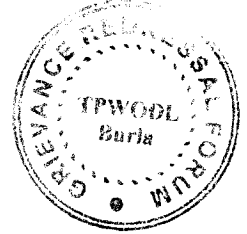
**Present:** Sri A.K.Satpathy, President.  
Sri B.Mahapatra (Co-opted Member),  
Sri A.P.Sahu Member(Finance).

1	Case No.	BRL/296/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sri Susil Ku. Chand At/Po- Jhankarpada,Hirakud,Burla, Dist- Sambalpur-768016.	4118-3201-0063	9090143232	
3	Respondent/s	SDO(Electrical),Hirakud, TPWODL		Division S.E.D, TPWODL, Sambalpur	
4	Date of Application	06.03.2024			
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	06.03.2024			
9	Date of Order	30/04/24			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: ESO Office, Bareipali, TPWODL, Sambalpur.

**Appeared**

**For the Complainant-** Susil Kumar Chand  
Represented by Sri Subrat Kumar Chand



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

**GRF Case No- BRL/296/2024**

Susil Kumar Chand  
At/Po- Jhankarpada, Hirakud, Burla  
Dist- Sambalpur-768016.  
Consumer No.- 4118-3201-0063

**COMPLAINANT**

**VRS**

SDO(Elect.), Hirakud, TPWODL, Sambalpur

**OPPOSITE PARTY**

**GIST OF THE CASE**

Sri Subrat Chandra Chand appeared as a complainant on behalf of the consumer Sri Sushil Kumar Chand, Consumer Number 4118 3201 0063, At-Jankar Pada, Hiraku, Sambalpur, PIN- 768016 Mobile Number- 9090143232, in the GRF camp held on dated 6th of March 2024 at the office of ESO Bareipali and submitted a written complaint wherein he has stated- "excess of average bill to be revised since last 6 to 7 years"

**SUBMISSION OF OPPOSITE PARTY**

The opposite party has submitted the Ledger abstract of the consumer as per FG.

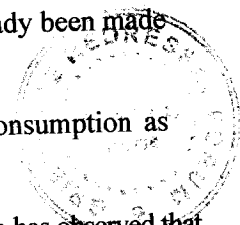
**OBSERVATION & ORDER**

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 4KW 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. Meanwhile, the meter SI No A186655 was effected in billing in Feb-March 2002 & the meter SI No LW569786 was installed on 30.08.2022 with IMR '0' & MF 1 with old KWh 12889 in April-2017. Pl/Avg bills were served for the period from Feb-march 2001 to Dec-Jan -2002, Dec-2004 to March-2006, Dec-2011 to May-2012, July-2012 to May-2015 and May-2017 to Dec-2023. From the pattern of billing, it is observed that meter readers have not done their job properly & meter readings were in a absurd manner. As observed & seen the meter SI No LW569786 although installed on 30.08.2022 as per FG data base but the meter install protocol has not been submitted. It is came to notice of the Forum that the date of manufacturing of the above meter was Nov-2019 and might be installed earlier than 30.08.2022. Considering the billing pattern this Forum feels that the above meter was install after lapses of six month approximately which to be treated as holding periods by opposite party hence, the date of installation to be arrived on 01.06.2020 where it is seen that the average consumption will be approximately 326 units may be treated as correct if compare with the past & present consumption. It is also seen that an amount of Rs.58584.58 was debited towards bill revision of delay meter updating for the period from Aug-2022 to July-2023 (30.08.2022 to 22.08.2023). Hence, 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 as per following directions: -

- (I) For the periods from Feb-March 2001 to Dec-Jan-2002 considering consumption recorded in meter SL No A186655 taking IMR as 441 in April-May-2002 & FMR as 849 in Aug-Sept-2002.

- (II) For the period from Dec-2004 to April-2006 considering consumption recorded in meter SL No A186655 taking IMR as 2963 in Dec-2004 & FMR as 3172 in April-2006. ✓
- (III) For the period from Dec-2011 to June-2012 considering consumption recorded in meter SL No A186655 taking IMR as 10040 in Dec-2011 & FMR as 10350 in June-2012. ✓
- (IV) For the period from July-2012 to June-2015 considering consumption recorded in meter SL No A186655 taking IMR as 10350 in July-2012 & FMR as 10735 in June-2015. ✓
- (V) For the period from 01.06.2020 to 22.08.2023 considering consumption recorded in meter SL No LW569786 taking IMR as 0 & FMR as 12546 where the debit amount has already been made to be taken care for adjustment as per law. ✓
- (VI) For the period from June-2018 to 31.05.2020 considering the actual average consumption as derived in SI No V. ✓



Further, from the statements of the complainant as well as from the records submitted, this Forum has observed that the power supply is in the name of the father of the complainant and that they are two sons of the father. During 2017-18 his brother had applied for a separate power supply. Till that time there was a good amount of arrears outstanding in their house in the name of his father which both the brothers were using. Their ancestral house was divided between the two brothers and despite their being huge arrears outstanding and neglecting clause 17 (1) of OERC Distribution Code- 2019, the authorities of WESCO allowed and allotted a separate power supply connection to the elder brother of the complainant with consumer number 4118 3207 0187. The complainant has prayed to debit half of the earlier outstanding arrear as of then to his brother who was also using the power supply.

From records the date of power supply of the elder brother with Consumer number 411832070187 is found to be 27th of May 2011. As on 27th of May 2011 the outstanding amount of his father with consumer number 4118 3201 0063 was only about Rs.700 and hence the authorities had to some extent allowed the new power supply connection to his brother. But the opposite party should take steps to revise the bill as already mentioned and served the correct outstanding position to the complainant for which the complainant is liable to pay the same to the opposite party.


This forum prefers to pass the order as exparte to avoid delay in absence of documentary evidence required for the purpose as not submitted yet despite intimation to opposite party.

### 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 in the following manners:-

- (I) For the periods from Feb-March 2001 to Dec-Jan-2002 considering consumption recorded in meter SL No A186655 taking IMR as 441 in April-May-2002 & FMR as 849 in Aug-Sept-2002. ✓
- (II) For the period from Dec-2004 to April-2006 considering consumption recorded in meter SL No A186655 taking IMR as 2963 in Dec-2004 & FMR as 3172 in April-2006. ✓
- (III) For the period from Dec-2011 to June-2012 considering consumption recorded in meter SL No A186655 taking IMR as 10040 in Dec-2011 & FMR as 10350 in June-2012. ✓
- (IV) For the period from July-2012 to June-2015 considering consumption recorded in meter SL No A186655 taking IMR as 10350 in July-2012 & FMR as 10735 in June-2015. ✓
- (V) For the period from 01.06.2020 to 22.08.2023 considering consumption recorded in meter SL No LW569786 taking IMR as 0 & FMR as 12546 where the debit amount has already been made to be taken care for adjustment as per law. ✓


  
 WJ

- (VI) For the period from June-2018 to 31.05.2020 considering the actual average consumption as derived in SI No V.
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. The opposite party has taken the decision rightly and allow NSC to the brother bearing consumer No 4118-3207-0187 and the claim of half of the outstanding for addition in the above consumer number is denied by this Forum as not applicable as per regulation.
  8. **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. Susil Kumar Chand, At/Po- Jhankarpada, Hirakud, Burla, Dist- Sambalpur-768016.
  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".