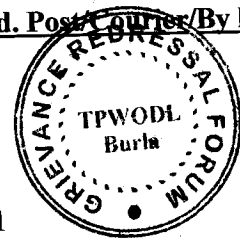


## Grievance Redressal Forum

TPWODL, BURLA

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

Email: 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/SEED/ (Final Order)/

1726 (4)

Date: 30/04/24

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

1	Case No.	BRL/300/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		J.Srinibash At-Batemura, Madrasipada Po-Batemura Dist-Sambalpur-768005	4162-31003-0299	9777396636	
3	Respondent/s	S.D.O (E),Dhanupali		Division S.E.E.D, TPWODL, Sambalpur	
4	Date of Application	07.03.2024			
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	07.03.2024			
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, Sahaspur, TPWODL

**Appeared**

**For the Complainant-** Sri Rakesh Sahu



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

**GRF Case No- BRL/300/2024**

J.Srinibash  
At-Batemura, Madrasipada  
Po-Batemura  
Dist-Sambalpur  
Consumer No.- 4162-31003-0299  
VRS  
SDO (Electrical), Dhanupali, TPWODL.

**COMPLAINANT**

**OPPOSITE PARTY**

**GIST OF THE CASE**

J.Srinibash appeared on Dt. 07.03.2024 at the camp held at ESO Office, Sahaspur and submitted a written complaint wherein he has stated billing dispute & request to revise/rectify the same.

**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 28.03.2008 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 LW612823 was install on 24.09.2021 IMR '0' & MF 1 & the meter SL No WLT027570 was effect in billing in March-April-2011. The opposite party has revise the bill for the period from Feb 2021 to April 2022(31.12.2020 to 18.04.022) & debited an amount of Rs.21574.76 as well as for the period from Dec-2023 to Dec-2023 (17.12.2023 to 18.01.2024) and credited an amount of Rs.5913.86. Seen the photograph of the meter uploaded in FG and found that the KWh reading was 7677 on 18.06.2022 and 12077 on 18.01.2024. PI bills were served to the complainant from Nov-2018 to Oct-2020 @ 638 unit bi-monthly. 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 for the periods from 24.09.2021 to 18.01.2024 by spread over the reading of 12077 units with IMR '0' in reference to consumption recorded meter SI No LW612823 but show the meter with reading to the complainant for better confirmation with acknowledgement thereon and further bill revision to be taken care for the period from Nov-2018 to Oct-2020 with reference to Regulation 155 with the daily/monthly actual consumption thereof considering the adjustment of previous bill revisions as per law if any.

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 for the periods from 24.09.2021 to 18.01.2024 by spread over the reading of 12077 units with IMR '0' in reference to consumption recorded meter SI No LW612823 but show the meter with reading to the complainant for better confirmation with acknowledgement thereon and further bill revision to be taken care for the period from Nov-2018 to Oct-2020 with reference to Regulation 155 with the daily/monthly actual consumption thereof considering the adjustment of previous bill revisions as per law if any.
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

Copy to: -

(A.P. Sathia)  
Member (Finance)  
*Member*

**Grievance Redressal Forum**  
TPWODL, Burla - 768017

A.K. Satapathy  
(President)  
*President*

**Grievance Redressal Forum**  
TPWODL, Burla - 768017

1. J.Srinibash, At-Batemura, Madrasipada, Po-Batemura, Dist-Sambalpur
2. Sub-Divisional Officer (Elect.), Dhanupali, TPWODL, Sambalpur with the direction to serve one copy of the order to the Complainant/Consumer
3. Executive Engineer (Elect.), SEED, 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.orerc.org](http://www.orerc.org) under the "head "Cases-> "GRF". )