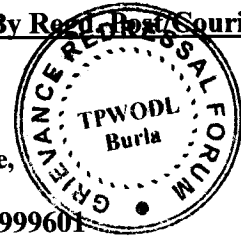


**Grievance Redressal Forum  
TPWODL, BURLA**

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/DED/ (Final Order)/ 1679 (4)

Date: 27/04/24

**Present:**

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

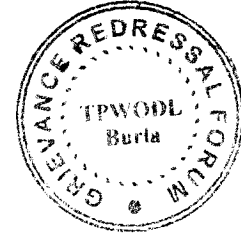
1	Case No.	BRL/309/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Suresh Ch Pal C/O-Sharaban Ku Pal At-Talkudar Po-Utunia Ps-Kundheigola Dist-Deogarh		4141-1361-1070	8925684678
3	Respondent/s	S.D.O (E),Deogarh		Division D.E.D, TPWODL, Deogarh	
4	Date of Application	22.03.2024			
5	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	22.03.2024			
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:** ESO Office, Budhapal, Deogarh, TPWODL

**Appeared**

**For the Complainant-** Suresh Ch Pal  
Represented by Sharaban Ku Pal

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



**GRF Case No- BRL/309/2024**

Suresh Ch Pal  
C/O-Sharaban Ku Pal  
At-Talkudar  
Po-Utunia  
Ps-Kundheigola  
Dist-Deogarh  
Consumer No.- 4141-1361-1070

**VRS**

SDO(Electrical), Deogarh, TPWODL.

**COMPLAINANT**

**OPPOSITE PARTY**

**GIST OF THE CASE**

Sharaban Ku Pal on behalf of consumer Suresh Ch Pal appeared on Dt. 22.03.2024 at the camp held at ESO Office, Budhapal 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 submitted billing abstract from March-2001 to Feb-2024, a PVR carried on 19.04.2024 & also submitted a written statement 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 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 LW113895 was installed on 03.01.2019 with IMR '2' & MF 1 and another meter bearing SL No TPWODL1012578 was installed on 18.01.2022 with IMR '0' & MF 1 with old KWh 1295. The complainant has been served KTJ bill up to Sept 2002 from Feb-March-2001 and there after LF bills @ 144 units/bi-month has already been done for the period from Oct-Nov-2002 to Oct-Nov-2004 provided power supply without meter violating regulation to be treated as KTJ category for the periods. Actual bills were served from Dec-Jan-2005 to Aug-Sept-2011 & PL/Avg bills were served for the period from Oct-Nov-2011 to Aug-Sept-2012 and Feb-March-2013 to Dec-2018. The meter SL No 1991587 was also seen in billing. 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 Oct-Nov-2002 to Oct-Nov-2004 treating the supply as KTJ and for the period from Oct-Nov-2011 to Aug-Sept-2012 as well as Feb-March-2013 to Dec-2018 taking IMR as 2100 and FMR as 3000 in reference to consumption recorded meter SI No 1991587 as well as IMR 30 in Feb-March-2019 and FMR as 354 June-July-2019 in reference to consumption recorded meter SI No LW113895 with the daily/monthly actual consumption thereof considering the adjustment of previous bill revisions as per law if any.

A handwritten signature in black ink, appearing to be a stylized name or initials.

## 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 Oct-Nov-2002 to Oct-Nov-2004 treating the supply as KTJ and for the period from Oct-Nov-2011 to Aug-Sept-2012 as well as Feb-March-2013 to Dec-2018 taking IMR as 2100 and FMR as 3000 in reference to consumption recorded meter SI No 1991587 as well as IMR 30 in Feb-March-2019 and FMR as 354 June-July-2019 in reference to consumption recorded meter SI No LW113895 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**

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

**A.K. Satapathy**  
(President)  
**President**

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

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1. Suresh Ch Pal, C/O-Sharaban Ku Pal, At- Palkudar, Po-Utunia, Ps-Kundheigola, Dist-Deogarh
2. Sub-Divisional Officer (Elect.) Deogarh, TPWODL, 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: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". )