

## Grievance Redressal Forum

TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,  
Burla, Sambalpur, Pin- 768017Email: [grf.burla@tpwesternodisha.com](mailto:grf.burla@tpwesternodisha.com), Ph No.0663-2999601Bench: A.K.Satpathy, President B.Mahapatra (Co-opted Member) and A.P.Sahu, Member (Finance)

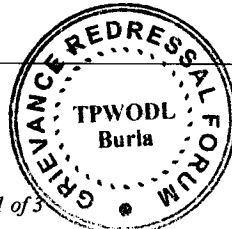
Ref: GRF/Burla/Div/SEED/ (Final Order)/ 1691 (4)

Date: 27.04.2024

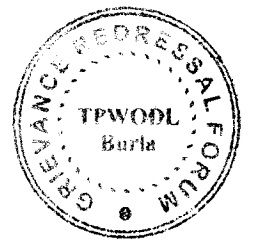
**Present:** Sri A.K.Satpathy, President.

Sri A.P.Sahu Member(Finance).

1	Case No.	BRL/322/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Manoranjan Tiwari At/Po- Ajitpur, Sason, Rengali, Dist- Sambalpur.		4163-3101-0114	9853343455
3	Respondent/s	SDO(Electrical) Rengali, TPWODL, Sambalpur		Division S.E.E.D, TPWODL, Sambalpur	
4	Date of Application	09.04.2024			
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	09.04.2024			
9	Date of Order	27.04.2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			



**Place of Camp:** ESO Office, Sason, TPWODL, Sambalpur.



**Appeared**

**For the Complainant-** Sri Manoranjan Tiwari

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

**GRF Case No- BRL/322/2024**

(1) Sri Manoranjan Tiwari  
At/Po- Ajitpur, Sason, Rengali,  
Dist- Sambalpur.  
Consumer No.- 4163-3101-0114

**COMPLAINANT**

**VRS**

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

**OPPOSITE PARTY**

**GIST OF THE CASE**

The Complainant has filed the petition in the name of Manoranjan Tiwari bearing Consumer No **4163-3101-0114** under SEED, TPWODL, Sambalpur stated about billing dispute.

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

**SUBMISSION OF OPPOSITE PARTY**

The Opposite Party has submitted PVR dtd.09.04.2024 and not submitted w/s in this case.

**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-domestic consumer having CD 2.5kw with initial date of p/s 01.01.1990 as seen from the FG data base. The complainant has raised objection on billing dispute. Actual bill has been served in Oct-Nov'2003 with kwh reading of "2468" in reference to consumption recorded in meter sl. no"386823". During Dec-Jan'2004 the average bill has been served to the complainant where it is seen that actual bill has been served in Feb-Mar'2004 with kwh reading of "2475". In Oct-Nov'2005 the opposite party has served the bill for kwh reading of "5731" in relation to consumption recorded in meter sl. no"386823" and thereafter from Dec-Jan'2006 to Mar'2006 average bills were served with high billing units seems to be very abnormal. In Oct-Nov'2005, Dec-Jan'2006, Feb'2006 and Mar'2006 the billing units were "2226,2226,1113 and 1113" respectively which is not acceptable as concerned the billing pattern. By doing such type of billing the outstanding on the complainant has been increased and despite repeated pursuance steps has not been taken to settle the issue by opposite party. The complainant has been the actual bill in Aug-Sep'2005 for kwh reading of "3505" in the above-mentioned meter and served the actual bill Oct-Nov'2005 for kwh reading of "5731" but in Apr-May'2006 the reading was "4381" and served the actual bill accordingly. From the pattern of billing, it is seen that, in Apr-May'2006 the opposite party might have given the "O" code for reading of "4381" and set the billing but did not turn to revise the bill. So, for settlement of the dispute bill revision is required.

Hence, the Forum is in the opinion that the Opposite party is liable to revise the bill for the period from Dec-Jan'2004 to Feb-Mar'2004 taking the IMR as "2468" kwh in Dec-Jan'2004 and FMR as "2475" in Feb-Mar'2004 as well as for the period from Oct-Nov'2005 to Apr-May'2006 taking the IMR as "3505" kwh in Oct-Nov'2005 and FMR as "4381" in Apr-May'2006 basing on the consumption recorded in meter sl. no."386823" with applicability of tariff time to time with its daily/monthly actual average consumption thereof.

## 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 Dec-Jan'2004 to Feb-Mar'2004 taking the IMR as "2468" kwh in Dec-Jan'2004 and FMR as "2475" in Feb-Mar'2004 as well as for the period from Oct-Nov'2005 to Apr-May'2006 taking the IMR as "3505" kwh in Oct-Nov'2005 and FMR as "4381" in Apr-May'2006 basing on the consumption recorded in meter sl. no."386823" with applicability of tariff time to time with its daily/monthly actual average consumption thereof.
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.

(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) Sri Manoranjan Tiwari, At/Po- Ajitpur, Sason, Rengali, Dist- Sambalpur.  
(2) Sub-Divisional Officer (Elect.) Rengali, 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.orierc.org](http://www.orierc.org) under the "head "Cases->"GRF".