

**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/JED/ (Final Order)/ 1733(4)

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/336/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Gajendra Podu At/Po- Bhalupatra, Bagdihi, Dist- Jharsuguda.	4131-2701-0270	7829736572	
3	Respondent/s	SDO(Electrical)-I, TPWODL, Jharsuguda		Division J.E.D, TPWODL, Jharsuguda	
4	Date of Application	23.04.2024			
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	23.04.2024			
9	Date of Order	30/04/24			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

*(Signature)*

**Place of Camp:** ESO Office, Bagdihi, TPWODL, Jharsuguda.

**Appeared**

**For the Complainant-** Gajendra Podu

Represented by Manoj Kumar Podu

**For the Respondent -** SDO(Elect.)-I, TPWODL, Jharsuguda.



**GRF Case No- BRL/336/2024**

(1) Gajendra Podu  
At/Po- Bhalupatra, Bagdihi,  
Dist- Jharsuguda.  
Consumer No.- 4131-2701-0270

**COMPLAINANT**

**VRS**

(1) SDO(Elect.)-I, TPWODL, Jharsuguda

**OPPOSITE PARTY**

**GIST OF THE CASE**

The Complainant filed the petition in the name of Gajendra Podu bearing Consumer No **4131-2701-0270** represented by Manoj Kumar Podu under JED, TPWODL, Jharsuguda stated about billing dispute.

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

**SUBMISSION OF OPPOSITE PARTY**

The Opposite Party has not submitted any relevant documents in this case.

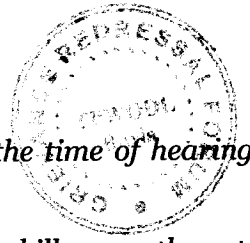
**OBSERVATION**

The case is pursued with all documents available in records (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 2kw with initial date of p/s 01.01.1990 as seen from the FG data base/Samadhan App. The complainant has raised objection on billing dispute on billing month Oct'2023 and Nov'2023. The meter sl. no" LW033712" was installed on 27.11.2019 as well as meter sl. no." TW02084122" was installed on 12.08.2023 with IMR as "zero" and MF "1" in each case and the old kwh reading was "10275" on 07.08.2023 for which the complainant has no objection. Billings for the month of Aug'2023 to Nov'2023 seems to be improper. The billing in reference to meter sl. no. "TW02084122" were not correct and the meter might be defective as found the billing units was "115", "2264", "1305", "157" etc in Aug'2023 to Nov'2023 respectively. The new meter so installed needs to be tested as because given unwanted readings and the complainant has already been deposited the testing fees on 20.04.2020 of Rs 472/-. So, for settlement of the dispute bill revision is required.

As the opposite party has not submitted the PVR, w/s etc required for the purpose and to avoid delay this Forum prefers to pass the order as ex-parte with warning to the opposite party not to repeat the same henceforth.

Hence, the Forum is in the opinion that the Opposite party is supposed to test the meter and required to revise the bill as per the outcome of meter testing report from the date of installation of new meter(TW02084122) to up to date (12.08.2023 to up to date) if found defective bill to be revise after installation of a ok meter with considering 06months consecutive consumption and its daily/monthly actual average consumption thereof.

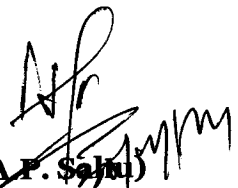
## ORDER




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 test the meter and required to revise the bill as per the outcome of meter testing report from the date of installation of new meter(TW02084122) to up to date (12.08.2023 to up to date) if found defective bill to be revise after installation of a ok meter with considering 06months consecutive consumption and 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 Seven months from the date of issue of this order as the case may be.**
- Accordingly, the case is disposed of.

(B.Mahapatra)  
(Co-Opted Member)

  
(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) Gajendra Podu, At/Po- Bhalupatra, Bagdihi, Dist- Jharsuguda.  
(2) Sub-Divisional Officer (Elect.)-I, TPWODL, Jharsuguda with the direction to serve one copy of the order to the Complainant/Consumer.  
(3) Executive Engineer (Elect.), JED, TPWODL, Jharsuguda.  
(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".