

**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)**

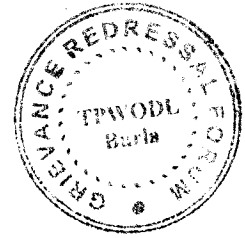
Ref: GRF/Burla/Div/JED/ (Final Order)/ 1732 (4)

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/338/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sribatsa Chhataria At/Po- Kudapoda, Bagdihi, Dist- Jharsuguda-768220.	4131-2706-0868	7894591010	
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			

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



**Appeared**

**For the Complainant-** Sribatsa Chhataria

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

**GRF Case No- BRL/338/2024**

(1) Sribatsa Chhataria  
At/Po- Kudapoda, Bagdihi,  
Dist- Jharsuguda-768220.  
Consumer No.- 4131-2706-0868

**COMPLAINANT**

**VRS**

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

**OPPOSITE PARTY**

**GIST OF THE CASE**

The Complainant filed the petition in the name of Sribatsa Chhataria bearing Consumer No **4131-2706-0868** 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 except PVR dtd.26.04.2024 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. The meter sl. no "WCG14574" was in billing in Nov-Dec'2015 with IMR as "zero". LD (zero billing) has been seen from Apr'2021 to Aug'2021 hence FC to be added accordingly for the months not levied. Actual bill has been served for kwh reading of "7564" with billing units of "564" in billing month Jan'2022 and last actual billing has been served for kwh reading of "8067". Load Factor (LF) billings from Mar-Apr'2002 to Jul-Aug'2007 at various units more than 10% as prescribed in regulation considering load of 2kw. In Feb'2024 the kwh reading was "8094" on 20.03.2024 where seen there was a LD period from May'2023 to Jul'2023 and billings seems to be improper. 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 Nov-Dec'2015 to Feb'2024(20.03.2024) except LD periods (From Apr'2021 to Aug'2021 and May'2023 to Jul'2023) basing on the consumption recorded in meter sl. no." WCG14574" by spread over the readings "8094" in between the periods taking IMR as "zero" with its daily/monthly actual average consumption thereof. Further, consider the FC if not levied during LD periods and also raised bill on LF basis for 2kw CD for the period from Mar-Apr'2002 to Jul-Aug'2007 where ever required with due verification of data by opposite party.


## 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 Nov-Dec'2015 to Feb'2024(20.03.2024) except LD periods (From Apr'2021 to Aug'2021 and May'2023 to Jul'2023) basing on the consumption recorded in meter sl. no." WCG14574" by spread over the readings "8094" in between the periods taking IMR as "zero" with its daily/monthly actual average consumption thereof. Further, consider the FC if not levied during LD periods and also raised bill on LF basis for 2kw CD for the period from Mar-Apr'2002 to Jul-Aug'2007 where ever required with due verification of data by opposite party.
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.

**(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) Sribatsa Chhataria, At/Po- Kubapoda, Bagdihi, Dist- Jharsuguda-768220.  
(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".