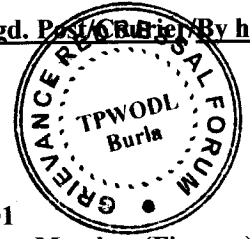


**Grievance Redressal Forum  
TPWODL, BURLA**

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)**



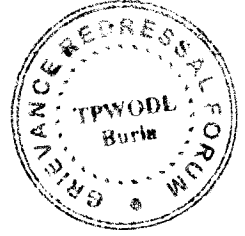
Ref: GRF/Burla/Div/SEED/ (Final Order)/ 1756 (4)

Date: 31/05/24

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

1	Case No.	BRL/377/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Utkal Yoga Vidyalaya At/Po-Senpark Dist- Sambalpur.	4160-0112-0094	9178548882	
3	Respondent/s	EE(Electrical),SEED, TPWODL,Sambalpur	Division S.E.E.D, TPWODL, Sambalpur		
4	Date of Application	09.05.2024			
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	09.05.2024			
9	Date of Order	31/05/24			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: Division Office, SEED, TPWODL, Sambalpur.



**Appeared**

**For the Complainant-** Utkal Yoga Vidyalya

Represented by Jyoti Prakash Biswas

**For the Respondent -** EE(Elect.), SEED, TPWODL, Sambalpur.

**GRF Case No- BRL/377/2024**

(1) Utkal Yoga Vidyalya

At/Po-Senpark

Dist- Sambalpur.

Consumer No.- 4160-0112-0094

**VRS**

(1) EE(Elect.), SEED, TPWODL, Sambalpur

**COMPLAINANT**

**OPPOSITE PARTY**

**GIST OF THE CASE**

The Complainant has filed the petition in the name of Utkal Yoga Vidyalya bearing Consumer No **4160-0112-0094** represented by Jyoti Prakash Biswas under SEED, TPWODL, Sambalpur 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 ledger copy 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-SPP consumer having CD 1KW with date of initial power supply 03.01.2001 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute with prayer to revise the bill as well as for withdrawal of DPS. Meanwhile, the meter SI No LW321335 was installed on 25.03.2023 IMR '0' & MF 1 with old KWh 42760 in reference to meter SI No 5528227. Pl/Avg bills were served to the complainant for the period from Jan-Feb-2001 to Jan-Feb-2002 with actual billing from March-2002 to May-2003. Further, Pl/Avg bill were served from June-2003 to July-2007. The meter SL No 5520223 was in billing since Aug 2007 where seen the PL/Avg bills were served from Aug-2007 to Oct-2007 but the total PL/Avg bills were not adjusted as seen from the withdrawal amount & also Pl bills were served from March-2018 to May 2023. Although the meter SL No 5520223 was in billing since Aug 2007 but the complainant has not been served the bills in accordance to meter reading time to time. As came to know the meter readings were done through table reading. Further, it is seen that the meter SI No LW321335 was installed on 25.03.2023 where found the actual bills has been served in April 2023 (12.05.2023) for KWh reading of 16703 with IMR '0' which seems to be abnormal in nature. However, the opposite party has revised the bill through circle level committee & withdrawn Rs. 104871.00 & also uploaded the revision calculation sheet. From the narration of the revision, it is observed that the meter SI No LW321335 was installed on 02.06.2019 as reported by ESO, CS Colony in the PVR. However, the PVR yet to be submitted to this Forum. It is a matter of question how the date of installation was known to ESO, CS colony as 02.06.2019 and basing on what documentary evidence followed by concern ESO needs to provide to this Forum. Further, it is the assumption of this Forum that the meter SI No LW321335 might be replaced since March 2018 & shown in FG data base as 25.03.2023 as because the Pl bills were continued from March-2018 & it was the practise of opposite party to update the data in billing lately/wrongly but not soon after replacement done. In this case the meter

might have been replaced by link-well on behalf of Govt scheme allowed by Gridco/OPTCL and the records were neither maintained properly nor provided by link-well duly due to which it might have happened. Besides all these, the opposite party has already been levied DPS although not served the actual bills time to time & table readings were served due to which arrear has been increased and DPS accordingly levied by Opposite party and in this regard Regulation 152 (ii) may be followed. 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 (i) from Aug-2007 to Feb-2018 by spread over the reading of 42760 units with IMR '0' in reference to consumption recorded meter SI No 42760 and for the period (ii) from March-2018 to May-2023 by spread over the reading of 16703 units with IMR '0' in reference to consumption recorded meter SI No LW321335 with the daily/monthly actual consumption thereof considering the adjustment of previous bill revisions as per law if any but the order in part (ii) may be reset after producing the meter installation report/any evidence on it otherwise order to be implemented accordingly and (iii) Total DPS to be withdrawn for the period from Jan-Feb-2001 to April-2023 and proportionate DPS from May-2023 to onwards periods to be considered for withdrawal following the status of outstanding of EC.

### 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 for the periods (i) from Aug-2007 to Feb-2018 by spread over the reading of 42760 units with IMR '0' in reference to consumption recorded meter SI No 42760 and for the period (ii) from March-2018 to May-2023 by spread over the reading of 16703 units with IMR '0' in reference to consumption recorded meter SI No LW321335 with the daily/monthly actual consumption thereof considering the adjustment of previous bill revisions as per law if any but the order in part (ii) may be reset after producing the meter installation report/any evidence on it otherwise order will be implemented accordingly and (iii) Total DPS to be withdrawn for the period from Jan-Feb-2001 to April-2023 and proportionate DPS from May-2023 to onwards periods to be considered for withdrawal following the status of outstanding of EC.
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.



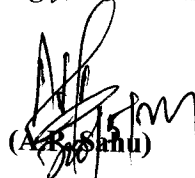
(B. Mahapatra)

(Co-Opted Member)  
Co-opted Member

**Grievance Redressal Forum**

**TPWODL, Burla - 768017**

Copy to: - (1) Utkal Yoga Vidyalya, At- Senpark, Dist- Sambalpur.

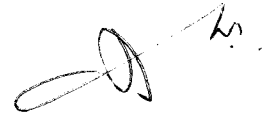


(A.K. Satpathy)

Member (Finance)  
Member

**Grievance Redressal Forum**

**TPWODL, Burla - 768017**



(A.K. Satpathy)

President  
President

**Grievance Redressal Forum**

**TPWODL, Burla - 768017**

(2) Sub-Divisional Officer (Elect.), Bhutapada, 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".