

## Grievance Redressal Forum

TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,  
Burla, Bargarh, Pin- 768017

Email: 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/SEED/ (Final Order)/ 1809 (4)

Date: 30/06/24

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

1	Case No.	BRL/383/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Banamali Sahu (Consumer) C/o-Bijaya Ku Sahu (Son) Kalarapali, Naktideol Dist-Sambalpur	4164-3309-0307	9777860155	
3	Respondent/s	S.D.O (E),Rairakhol		Division S.E.E.D, TPWODL, Sambalpur	
4	Date of Application	13.05.2024			
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	13.05.2024			
9	Date of Order	30/06/24			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			



Place of Camp: ESO Office, Naktideol, TPWODL

**Appeared**

**For the Complainant-** Banamali Sahu  
Represented by Bijaya Ku Sahu (Son)

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

**GRF Case No- BRL/383/2024**

Banamali Sahu  
C/O-Bijay Ku Sahu (Son)  
Kalarapali, Naktideol  
Dist-Sambalpur  
Con No-4164-3309-0307

**VRS**

SDO(Electrical), Rairakhol, TPWODL.

**COMPLAINANT**

**OPPOSITE PARTY**

**GIST OF THE CASE**

Bijay Ku Sahu representative of Banamali Sahu (Consumer) has appeared on Dt. 13.05.2024 at the camp held at ESO Office, Naktideol and submitted a written complaint wherein he has stated about billing dispute & requested to revise/rectify the same.

**SUBMISSION OF OPPOSITE PARTY**

The opposite party has submitted PVR carried on 15.05.2024 but no written statement has been submitted 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 0.60KW with date of initial power supply 06.10.2010 through meter SL No 572954 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 LW167879 was effected in billing in Sept-Oct-2020 with IMR '1' & MF 1 & meter SI No WLT217106 was installed on 21.12.2021. As seen from the Samadhan App Pl bills were served time to time with adjustment thereon. Avg bills were served for the period from Jan 2019 to Aug 2020. During scrutiny it is seen that round complete took place in Jan-Feb 2016 where found billing unit was 8510 as because the meter reader has punched the KWh reading as zero in that month but the KWh reading was 1700 in May-June- 2016 where the KWh reading was 1490 in Sept-Oct-2015. Since, July 2016 to Dec 2018 billings were raised in a improper manner for which the inaction of opposite party is countable. The Kwh reading was 4000 in Dec 2018 wherein in July 2016 the KWh reading was 1700 as IMR of the mentioned meter. this Forum has gone through the bill revision part in FG & found that the opposite party has taken care revise the bill after lapses of long periods from Nov 2015 to June 2016 & withdrawn Rs.48782.00 as well as revise the bill for delay meter updating & debit Rs.7848.40. Hence, revision is required to settle the billing dispute after adjustment of the earlier revision.

Hence it is the opinion of the Forum that the opposite party is liable to revise the bill in the following manner with consideration of adjustments for earlier revisions & if found any debit or credit to be effected in billing accordingly as per accounting principle.

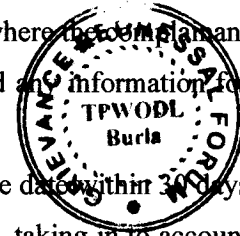
1. Bill to be revise for the periods from Nov-2015 to June-2016 taking IMR as 1490 & FMR as 1700 in reference to consumption recorded meter SI No 572954 with the daily/monthly actual consumption thereof.
2. Bill to be revise for the periods from July-2016 to Dec-2018 taking IMR as 1700 & FMR as 4000 in reference to consumption recorded meter SI No 572954 with the daily/monthly actual consumption thereof.
3. Bill to be revise for the periods from 03.09.2019 to 09.11.2021 taking IMR as 1 & FMR as 6712 in reference to consumption recorded meter SI No LW167879 with the daily/monthly actual consumption thereof.
4. Bill to be revise for the periods from Jan-2019 to 02.09.2019 taking as per the average consumption so derived in SL No 3.
5. Bill to be revise for the periods from 21.12.2021 to 13.06.2023 taking IMR as 0 & FMR as 2374 in reference to consumption recorded meter SI No WLT217106 with the daily/monthly actual consumption thereof.
6. Adjustment to be done for the revisions has already been done & given effect in billing & accordingly the balance amount either debit or credit to be taken care to effect in billing accordingly.

**ORDER**


*After careful consideration of hearing and data submitted by both parties the Forum is pleased to pass the Order as follows.*

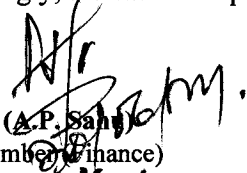
1. The Opposite Party is directed to revise the bill as per instruction given below
  - A. Bill to be revise for the periods from Nov-2015 to June-2016 taking IMR as 1490 & FMR as 1700 in reference to consumption recorded meter SI No 572954 with the daily/monthly actual consumption thereof.
  - B. Bill to be revise for the periods from July-2016 to Dec-2018 taking IMR as 1700 & FMR as 4000 in reference to consumption recorded meter SI No 572954 with the daily/monthly actual consumption thereof.
  - C. Bill to be revise for the periods from 03.09.2019 to 09.11.2021 taking IMR as 1 & FMR as 6712 in reference to consumption recorded meter SI No LW167879 with the daily/monthly actual consumption thereof.
  - D. Bill to be revise for the periods from Jan-2019 to 02.09.2019 taking as per the average consumption so derived in SL No 3.
  - E. Bill to be revise for the periods from 21.12.2021 to 13.06.2023 taking IMR as 0 & FMR as 2374 in reference to consumption recorded meter SI No WLT217106 with the daily/monthly actual consumption thereof.
  - F. Adjustment to be done for the revisions has already been done & given effect in billing & accordingly the balance amount either debit or credit to be taken care to effect in billing accordingly.
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 an 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**

  
**A.P. Sahu**  
 Member (Finance)  
**Member**  
**Grievance Redressal Forum**  
**TPWODL, Burla - 768017**

  
**A.K. Satapathy**  
 (President)  
**President**  
**Grievance Redressal Forum**  
**TPWODL, Burla - 768017**

1. Banamali Sahu, C/O- Bijaya Ku Sahu (Son) Kalarapali, Naktideol, Dist-Sambalpur
2. Sub-Divisional Officer (Elect.) Rairakhol, TPWODL, 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:Bhoingar, 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”. )