

**Grievance Redressal Forum  
TPWODL, BURLA**

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

Email: [grf.burla@tpwesternodisha.com](mailto:grf.burla@tpwesternodisha.com), Ph No.0663-2999601

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

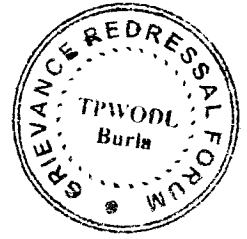
Ref: GRF/Burla/Div/SEED/ (Final Order)/ 17634

Date: 31/05/24

**Present:**

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

1	Case No.	BRL/385/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Chemru Pradhan (Consumer) C/o-H.K.Pradhan Katarapani, Naktivedi Dist-Sambalpur	4164-3309-0299	7894664217	
3	Respondent/s	S.D.O (E),Rairakhola	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	31/05/24			
10	Order in favour of	Complainant	Respondent	Others	
11	Details of Compensation awarded, if any.	NIL			



Appeared

**For the Complainant-** Chemru Pradhan  
Represented by H.K.Pradhan

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

**GRF Case No- BRL/385/2024**

Chemru Pradhan  
C/O-Bijay Ku Sahu  
Katarapali, Naktideol  
Dist-Sambalpur  
Con No-4164-3309-0299

**VRS**

SDO(Electrical), Rairakhol, TPWODL.

**COMPLAINANT**

**OPPOSITE PARTY**

H.K.Pradhan representative of Chemru Pradhan (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**

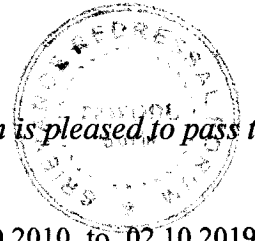
The opposite party has submitted PVR carried on 15.05.2024 but no written statement has been submitted in this case.

**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 1.5KW with date of initial power supply 06.10.2010 through meter SL No 574361 since date of power supply and the initial power supply effected as KTJ category as per billing data base/as seen from FG/Samadhan App. The complainant has raised objection on billing dispute with prayer to revise the bill. In July-Aug 2018 the KWh reading was 1811 with billing unit 1204 and in Jan-Feb -2019 the KWh reading was 3164 with billing unit 1363 and the KWh reading was 3200 with billing unit '0' in July-Aug 2020. During course of hearing, it came to the notice of the Forum that the power supply was in force & the complainant has use the power supply during the period from Nov 2015 to Dec 2017 but shown as LD in data base as stated by the complainant and also in no time there was a LD of power supply & the opposite party has also agreed on the same. The complainant has consumed 3200 units since date of power supply Aug 2020 as seen from Samadhan App and to be treated as there is no disconnection during any period. As calculated the average consumption was 29.629 units or say 30 units/month which coming under KTJ category and the treatment in billing too be taken care accordingly to settle the billing dispute. Meanwhile, the meter SI No LW67875 was installed on 03.10.2019 IMR '0' & MF 1 and in billing since Sept-Oct-2020. Avg bills were served to the complainant for the period from Sept-2023 to Feb-2024 with actual bill was served in March 2024 for billing unit '0' and in April 2024 with KWh reading of 1816with billing unit 1805. The billings were seems to be improper from Sept 2020 to April 2024. 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 from 06.10.2010 to 02.10.2019 considering the category as KTJ and raise the bill accordingly as well as by spread over the reading of 1816 units with IMR 1 in reference to consumption recorded meter SI No LW67875 in between the periods from 03.10.2019 to April 2024 (14.05.2024) with the daily/monthly actual consumption thereof considering the adjustment of previous bill revisions as per law if any.

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 for the periods from 06.10.2010 to 02.10.2019 considering the category as KTJ and raise the bill accordingly as well as by spread over the reading of 1816 units with IMR 1 in reference to consumption recorded meter SI No LW67875 in between the periods from 03.10.2019 to April 2024 (14.05.2024) with the daily/monthly actual consumption thereof considering the adjustment of previous bill revisions as per law if any.
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 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)

Grievance Redressal Forum  
TPWODL, Burla - 768017

(A. K. Satapathy)  
Member (Finance)

Grievance Redressal Forum  
TPWODL, Burla - 768017

A.K. Satapathy  
(President)  
President

Grievance Redressal Forum  
TPWODL, Burla - 768017

1. Chemru Pradhan, C/O- H.K. Pradhan Katarapali, 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: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.oerc.org](http://www.oerc.org) under the "head "Cases-> "GRF". )