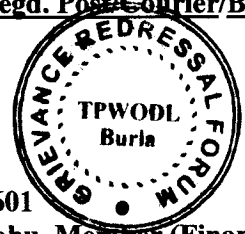


Grievance Redressal Forum  
TPWODL, BURLA

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/JED/ (Final Order)/ 1802 (4)

Date: 30/06/24

**Present:**

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

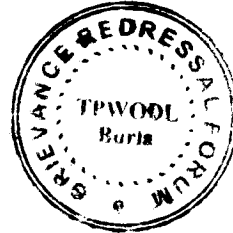
1	Case No.	BRL/387/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Kamal Lochan Chhatria Satkama, Kuchinda Dist-Sambalpur	4132-1106-0020	9178006376	
3	Respondent/s	S.D.O (E),Kuchinda	Division J.E.D, TPWODL, Jharsuguda		
4	Date of Application	17.05.2024			
5	In the matter of-	1. Agreement/Termination	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	17.05.2024			
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: SDO Office, Kuchinda, TPWODL

Appeared

For the Complainant- Kamal Lochan Chhatria

For the Respondent - SDO(Electrical),Kuchinda, TPWODL.



GRF Case No- BRL/387/2024

Kamal Lochan Chhatria

Satkama, Kuchinda

Dist-Sambalpur

Con No-4132-1106-0020

VRS

SDO(Electrical), Kuchinda, TPWODL.

COMPLAINANT

OPPOSITE PARTY

Kamal Lochan Chhatria has appeared on Dt. 17.05.2024 at the camp held at SDO Office, Kuchinda 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 not submitted any relevant document 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 0.51KW with date of initial power supply 01.01.1990 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute with prayer to revise the bill. Avg bills were served to the complainant for the period from Jan Feb 2001 to July-Aug-2001 @288 units monthly/bi-monthly & Pl/Avg bills were served to the complainant for the period from April-May-2016 to Feb-march-2020. Actual bills were served to the complainant for the period from Sept-Oct- 2001 to Feb-March-2016 with adjustment of some Pl bills keeping pending out of all. The Kwh reading was 9700 in Feb-March-2016 in reference to consumption recorded in meter SI No 1851916 was effected in billing since Spt-Oct-2001. As observed in past months table reading were given by meter reader for billing purpose & opposite party has no control over them & also not rectified the billing dispute. Hence, revision is required to settle the billing dispute. As this case has been file on 17.05.2024 & till date no response by opposite party for submission of documents hence, this Forum prefers to pass experte order to avoid further delay.

Hence it is the opinion of the Forum that the opposite party is liable to revise the bill for the periods from Sept-2001 to March-2016 by spread over the reading of 9700 units with IMR '0' in reference to consumption recorded meter SI No 1851916 & for the periods from Jan-2001 to Aug-2001by taking IMR as 20 KWh in Nov-Dec-2001 & FMR as 559KWh in March-April-2002 with the daily/monthly actual consumption thereof as well as for the other periods accordingly as per law considering the adjustment of previous bill revisions 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 Sept-2001 to March-2016 by spread over the reading of 9700 units with IMR '0' in reference to consumption recorded meter SI No 1851916 & for the periods from Jan-2001 to Aug-2001by taking IMR as 20 KWh in Nov-Dec-2001 & FMR as 559KWh in March-April-2002 with the daily/monthly actual consumption thereof as well as for the other periods accordingly as per law considering the adjustment of previous bill revisions if any.

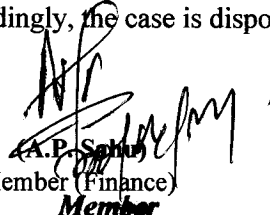
2. The Opposite party is directed not to consider the bill revision for the period already revised earlier/for the period of penalty/in both cases if any as applicable as not submitted any information for the same.
3. The Opposite party is directed not to consider the bill revision for the period already 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)  
**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. Kamal Lochan Chhatria, Satkama, Kuchinda, Dist-Sambalpur
2. Sub-Divisional Officer (Elect.) Kuchinda, TPWODL, 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". )