

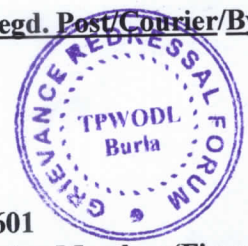
## Grievance Redressal Forum

TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,  
Burla, Sambalpur, 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/DED/ (Final Order)/ 1415 (4)

Date: 31/01/2024

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

1	Case No.	BRL/39 /2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Gurucharan Bhoi At/Po-Dholpada Ps-Reamal Dist-Deogarh		4141-1529-1013	7684063139
3	Respondent/s	SDO (Electrical), Deogarh, TPWODL			Division D.E.D, TPWODL, Deogarh
4	Date of Application	22.12.2023			
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	22.12.2023			
9	Date of Order	31/01/2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			



**Place of Camp:** Division Office, DED, Deogarh, TPWODL

**Appeared**

**For the Complainant-** Sri Gurucharan Bhoi

**For the Respondent –** SDO (Electrical), Deogarh, TPWODL

**GRF Case No- BRL/39/2024**

Sri Gurucharan Bhoi  
At/Po-Dholpada  
Ps-Reamal  
Dist- Deogarh.  
Consumer No-4141-1529-1013

**COMPLAINAN**

**VRS**

(1) SDO (Elect.), DED, Deogarh, TPWODL

**OPPOSITE PARTY**

**GIST OF THE CASE**

Sri Gurucharan Bhoi appeared on Dt. 22.12.2023 at the camp held on Division Office, DED, Deogarh and submitted a written complaint wherein he has stated about billing dispute & prays to rectify/revise the bill.

**SUBMISSION OF OPPOSITE PARTY**

The Opposite Party has submitted billing abstract from June-2010 to Nov-2023 and PVR carried on 21.12.2023 where it is found that meter SL No is TPWODL1183670 with CMR is 384KWh having meter status OK and remarks given by concern authorities that “no bypass or hooking found at site meter is in good condition & request to revise the bill if scope is available”. The opposite party has also submitted written statement in this case.

**OBSERVATION**

The case is persued 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 0.11kw with date of initial power supply 07.04.2010 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute with prayer to revise the bill & also expressed the displeasure. It is came to the notice of the Forum that the bill has been raised in Dec-2022 on actual basis but in Jan-Feb-2016 the meter reader has been punched the CMR as 3155 less than the previous meter reading due to which rounded up took place & billed for 8460 units in Jan-Feb-2016 & accordingly arrear was gone up. The PL bills were served since jan-2023 to May-2023 in monthly/bimonthly per month as per records. The meter SI No TPWODL1183670 was installed on 05.07.2023 & thereafter actual bills are going on the basis of meter reading. Hence bill revision is required for settlement the billing dispute.

Hence it is the opinion of the Forum that the opposite party is liable to revise the bill by spread over the reading of 3155 with IMR '0' in between the periods from 07.04.2010 to 09.03.2016 in reference to meter SI No 8103701 & for the period from Jan-2023 to May-2023 with reference to regulation 155 considering the consumption recorded in the meter SI No TPWODL1183670 with the daily/monthly actual consumption there of.



## 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 by spread over the reading of 3155 with IMR '0' in between the periods from 07.04.2010 to 09.03.2016 in reference to meter SI No 8103701 & for the period from Jan-2023 to May-2023 with reference to regulation 155 considering the consumption recorded in the meter SI No TPWODL1183670 with the daily/monthly actual *consumption there of*.
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.P. Sahu)  
Member (Finance)

**Grievance Redressal Forum**  
**TPWODL, Burla - 768017**

A.K. Satapathy  
(President)

**Grievance Redressal Forum**  
**TPWODL, Burla - 768017**

Copy to:

1. Sri Gurucharan Bhoi, At/Po- Dholpada, Ps-Reamal, Dist- Deogarh.
2. Sub-Divisional Officer (Elect.), Deogarh, TPWODL, Deogarh with the direction to serve one copy of the order to the Complainant/Consumer
3. Executive Engineer (Elect.), DED, Deogath. TPWODL.
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".