

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)/ 1807 (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/391/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Tularam Chhatria At/Po-Turei Via-Kesaibahal Dist-Sambalpur		4132-3506-0171	6370399746
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-** Tularam Chhatria

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

**GRF Case No- BRL/391/2024**

Tularam Chhatria

At/Po-Turei

Via-Kesaibahal

Dist-Sambalpur

Con No-4132-3506-0171

**VRS**

SDO(Electrical), Kuchinda, TPWODL.

**COMPLAINANT**

**OPPOSITE PARTY**

**GIST OF THE CASE**

Tularam 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.

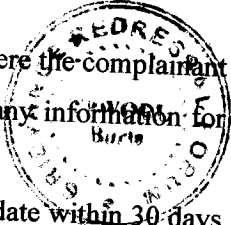
**OBSERVATION**

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 of Indira Abas Yojana having CD 0.58KW with date of initial power supply 07.12.1999 as seen from billing data . The complainant has raised objection on billing dispute with prayer to revise the bill. After going through the data available it is seen that meter SL No 311469 was installed in the premises from date of power supply and continued up to March 2004 & KWh reading 2692 was found during March 2004 so this 2692 units need to be spread over from 07.12.1999 to March 2004. Further, there is PI/Avg billing from Aug 2013 to Aug 2018 which needs revision. A new meter No LW057000 was installed on 11.12.2018 with IMR 3. So, the above periods Aug 2013 to Aug 2018 shall be revised with average if six consecutive months.


**ORDER**

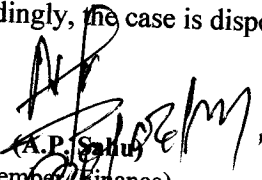
*After careful consideration of hearing and data submitted by both parties the Forum is pleased to pass the Order as follows.*


1. The Opposite Party is directed to revise the bill for the periods from 07.12.1999 to March 2004 by spread over the reading of 2692 units in reference to consumption recorded meter SI No 311469.
2. The Opposite Party is directed to revise the bill for the period from Aug 2013 to Aug 2018 by taking average of six consecutive month consumption of the meter SL No LW057000 installed on 11.12.2018 as per clause No 155 of OERC Distribution (Conditions of Supply) Code,2019.
3. 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.

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4. 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.
  5. 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.
  6. 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.
  7. 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.
  8. **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**

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". )