

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)/ 1801 (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/398/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Dutiya Singh C/O-Sukanta Singh At/Po-Aintapali Via-Laikera Dist-Jharsuguda-768215	4135-2813-0567	8144927324	
3	Respondent/s	S.D.O (E)-II, Jharsuguda	Division J.E.D, TPWODL, Jharsuguda		
4	Date of Application	18.05.2024			
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	18.05.2024			
9	Date of Order	30/06/24			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

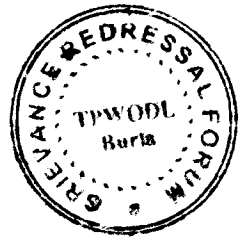
**Place of Camp:** ESO Office Laikera, Jharsuguda TPWODL

**Appeared**

**For the Complainant-** Dutiya Singh

Represented by Sukanta Singh

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



**COMPLAINANT**

**GRF Case No- BRL/398/2024**

Dutiya Singh

C/O-Sukanta Singh

At/Po-Aintapali

Via-Laikera

Dist-Jharsuguda

Consumer No.- 4135-2813-0567

**VRS**

SDO-II(Electrical),Jharsuguda, TPWODL.

**OPPOSITE PARTY**

**GIST OF THE CASE**

Sukanta Singh on behalf of consumer Dutiya Singh has appeared on Dt. 18.05.2024 at the camp held at ESO Office, Laikera and submitted a written complaint wherein he has stated about billing dispute and request to revise/rectify the same.

**SUBMISSION OF OPPOSITE PARTY**

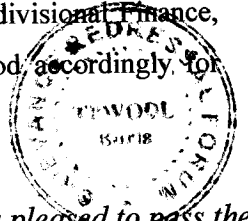
The opposite party has submitted a PVR carried on 24.05.2024, no other relevant documents except PVR has been submitted in this case.

**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 1KW with date of initial power supply 20.09.2018 without meter 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 LW017394, TWSP51147980 & WM500476 was installed on 18.11.2022, 22.03.2024 & 19.09.2018 respectively with IMR '0' & MF 1 in all cases. Although power supply has been effected without meter initially up to Aug 2021 but in Jan 2021, Feb 2021, May 2021, Aug 2021 the readings were 2943, 3138,3902, 4898 etc respectively. How actual readings has been pushed for billing purpose is a matter of regret which is not acceptable at any point of time in the eye of law & opposite party has not been taken any care to know the material facts. However, it also seen from the Samadhan App that the meter SL No WM500476 has been installed in the billing in Sept 2021 where found the KWh reading was 5155 & was continuing up to May 2022 with KWh reading of 6794 with billing unit 1494. The LW017394 meter was installed 17.11.2022 & the billing on 17.12.2022 was for 7570 units is quite baseless & unbelievable which to be treated as not done w.r.t meter reading on that meter. This Forum has gone through the billing data in FG & found the old KWh reading 9039 on 22.03.2024 in meter SI No LW017394 & the old KWh as 6794 in meter SI No WM500476. As per Samadhan App all these have mismatched with compare to FG data base & the opposite party has not submitted any W/S in this case but submitted the photograph of the meter bearing SL No LW017394 with KWh reading of 9039 .As declared in PVR Dt.24.05.2024 issued by field officers the meter SL No LW017394 was installed in the premises of the consumer since the date of its power supply to Feb 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 date of power (20.09.2018) to Jan 2024 to by spread over the reading of 9039 units with IMR '0' in between the periods in reference to consumption recorded meter SI No LW017394 with the daily/monthly actual consumption thereof considering the adjustment of previous bill revisions as per law if any after further

verification of documents keeping/ maintain by opposite party with verification thereon by divisional Finance, Commerce as well as Executive Engineer for its confirmation or otherwise take the period accordingly for revision or do the needful w.r.t regulation as applicable in this case.



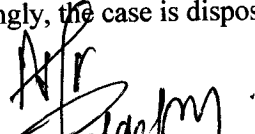
**ORDER**

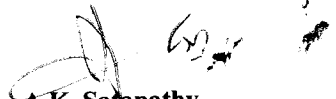
After careful consideration of hearing and data submitted by both parties the Forum is pleased to pass the Order as follows.

1. The Opposite Party is directed to revise the bill for the periods from date of power (20.09.2018) to Jan 2024 to be spread over the reading of 9039 units with IMR '0' in between the periods in reference to consumption recorded meter SI No LW017394 with the daily/monthly actual consumption thereof considering the adjustment of previous bill revisions as per law if any after further verification of documents keeping/ maintain by opposite party with verification thereon by divisional Finance, Commerce as well as Executive Engineer for its confirmation or otherwise take the period accordingly for revision or do the needful w.r.t regulation as applicable in this case.
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**

  
(A.P. Sahu)  
Member (Finance)  
**Member**

  
A.K. Satapathy  
(President)  
**President**

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1. Dutiya Singh, C/O-Sukanta Singh, At/Po-Aintapali, Via-Laikera, Dist-Jharsuguda
2. Sub-Divisional Officer (Elect.)-II, Jharsuguda, 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: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". )