

**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)/ 1815 (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/399/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Late Labanidhar Sa C/O-Chinmaya Sa At/Po-Babu Chipidihi Via-Laikera Dist-Jharsuguda-768221	4135-2802-0243	8018804160	
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-** Late Labanidhar Sa  
Represented by Chinmaya Sa

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

**GRF Case No- BRL/399/2024**

Late Labanidhar Sa  
C/O-Chinmaya Sa  
At/Po-Babu Chipidihi  
Via-Laikera  
Dist-Jharsuguda  
Consumer No.- 4135-2802-0243

**COMPLAINANT**

**VRS**  
SDO-II(Electrical),Jharsuguda, TPWODL.

**OPPOSITE PARTY**

**GIST OF THE CASE**

Chinmaya Sa on behalf of consumer Late Labanidhar Sa 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.

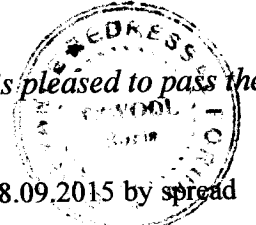
**OBSERVATION**

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 1.5KW with date of initial power supply 12.04.2006 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 LW370945 was installed on 08.02.2020 IMR '0' & MF 1. PI/Act bills were served to the complainant for the period from May-2006 to April-2015 with adjustment of PI bills. Actual bill was served in April 2015 with KWh reading of 12335 with billing unit 6484 might not be genuine. The actual KWh reading was 12798 in Aug-2015 (08.09.2015) in reference to consumption recorded meter SI No 0246908 was effected in billing since date of power supply. Further, it is also seen that PI/Avg bills were served from Sept-2015 to Jan 2020.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 12.04.2006 to 08.09.2015 by spread over the reading of 12798 units with IMR 7 in reference to consumption recorded meter SI No 0246908 & for the period from Sept 2015 to Aug 2017 taking IMR as '0' on 08.02.2020 & FMR 977 on 05.09.2020 with the daily/monthly actual consumption thereof considering the adjustment of previous bill revisions as per law if any.

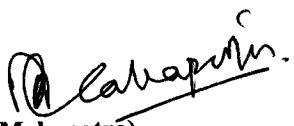
**ORDER**

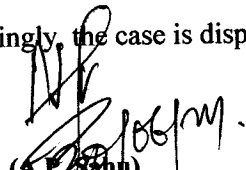
After careful consideration of hearing and data submitted by both parties the Forum is pleased to pass the Order as follows.

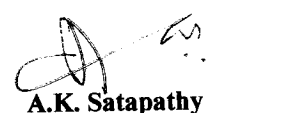


1. The Opposite Party is directed to revise the bill for the periods from 12.04.2006 to 08.09.2015 by spread over the reading of 12798 units with IMR 7 in reference to consumption recorded meter SI No 0246908 & for the period from Sept 2015 to Aug 2017 taking IMR as '0' on 08.02.2020 & FMR 977 on 05.09.2020 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)  
**Co-opted Member**  
**Grievance Redressal Forum**  
**TPWODL, Burla - 768017**

  
(A.P. Bhanu)  
Member (Finance)  
**Member**  
**Grievance Redressal Forum**  
**TPWODL, Burla - 768017**

  
A.K. Satapathy  
(President)  
**President**  
**Grievance Redressal Forum**  
**TPWODL, Burla - 768017**

1. Late Labanidhar Sa, C/O-Chinmaya Sa, At/Po-Babu Chipidihi, 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: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". )