

**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/DED/ (Final Order)/

1810 (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/417/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Bhagban Palei C/O-Jogeswar Kisan (Son) At-Gangajal Po-Dimirikuda Ps-Laimura Dist-Deogarh-768107	4141-1558-0922	7609841681	
3	Respondent/s	S.D.O (Elect),Deogarh		Division D.E.D, TPWODL, Deogarh	
4	Date of Application	27.05.2024			
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	27.05.2024			
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, Tileibani, TPWODL, Deogarh



**Appeared**

**For the Complainant-** Bhagban Palei  
Represented by Jogeswar Kisan (Son)

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

**GRF Case No- BRL/417/2024**

Bhagban Palei  
C/O- Jogeswar Kisan (Son)  
At-Gangajal  
Po-Dimirikuda  
Ps-Laimura  
Dist-Deogarh  
Consumer No-4141-1558-0922

**COMPLAINANT**

**VRS**  
SDO(Electrical), Deogarh, TPWODL.

**OPPOSITE PARTY**

**GIST OF THE CASE**

Jogeswar Kisan (Son) on behalf of Bhagban Palei has appeared on Dt. 27.05.2024 at the camp held at ESO Office, Tileibani and submitted a written complaint wherein he has stated about billing dispute & request to revise/rectify the same.

**SUBMISSION OF OPPOSITE PARTY**

The opposite party has submitted billing abstract from Feb-2011 to July-2023, a PVR carried on 07.06.2024 & written statement in this case.

**OBSERVATION**

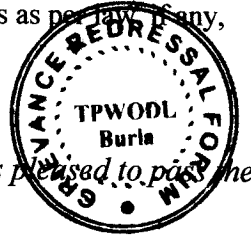
The case is pursued with all documents available on records as submitted by the complainant and also as per merit of the case. On examining the case in details, the Forum observed that the complainant is a LT-DOM consumer having CD of 1KW with date of initial power supply as 26.08.2010 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute with prayer to revise the bill. Meanwhile, the meter with SI No LW089986 was installed on 19.11.2018 with IMR & MF 1 in each.

As observed from Samadhan App, bills were generated from Sept-2018 to Feb 2019 on average basis @ 144 units/month where it is found that there was no meter installed during the above periods. In the meantime, the opposite party has taken steps for bill revision for delayed meter updating & credited Rs.1375.33 to the complainant for the period from Dec-2018 to Jan 2023 (30.12.2018 to 01.02.2023), pending revision for the period from 07.09.2018 to 29.12.2018 as it has already been revised the bill out of the period from Sept-2018 to Feb-2019 during the above revision from Dec-2018 to Jan 2023. Hence, revision is required to settle the billing dispute. Billing up to Sept 2016 has been done under the category of KTJ with KWh reading of 1452 with reference to consumption recorded in meter SL No 824503. In July 2017 the KWh reading was 2073 whereas in Nov 2017 the KWh reading was 1452 where it is found that the completion of round of meter with billing units 9379 may not be correct. The reading in Sept 2018 as 5723 KWh with billing units 3592 is correct. The round completion took place in Nov 2017 due to less reading as compared to previous one & raised the bill for Rs. 52871.69. Further, it is seen that the KWh reading in Jan 2020 was 439 with reference to recorded consumption in meter SL No LW089986 & it is found that the reading of 46 less than the previous one hence, it was billed for 607 unit. The KWh reading in Aug 2020 was 791 as per reading of meter SL No LW089986. The billings made by meter reader are not confirming to regulation & seems to be improper in nature. 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 Sept-2010 (26.08.2010) to Sept-2018 by spreading over the reading of 5723 taking IMR as 0 in between the periods from Feb-2019 to Aug 2020 & also by spreading over the reading of 791 with IMR 10 with the daily/monthly actual consumption thereof considering the adjustment of previous bill revisions as per law if any, with withdrawal of DPS accordingly, as per rule.

**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-2010 (26.08.2010) to Sept-2018 by spread over the reading of 5723 taking IMR as 0 in between the periods & from Feb-2019 to Aug 2020 <sup>and</sup> by spread over the reading of 791 with IMR 10 with ~~with~~ the daily/monthly actual consumption thereof considering the adjustment of previous bill revisions as per law if any with withdrawal of DPS accordingly as per rule.
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. Bhagban Palei, C/O- Jogeswar Kisan (Soh), At-Gangajal Po-Dimirikuda, Ps-Laimura, Dist-Deogarh.
2. Sub-Divisional Officer (Elect.) Deogarh, TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer
3. Executive Engineer (Elect.), DED, TPWODL, Deogarh
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".)