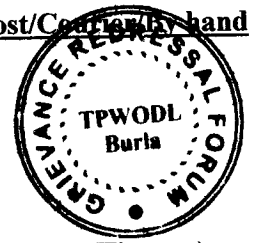


**Grievance Redressal Forum  
TPWODL, BURLA**

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,  
Burla, Sambalpur, Pin- 768017

Email: [grf.burla@tpwesternodisha.com](mailto:grf.burla@tpwesternodisha.com), Ph No.0663-2999601

**Bench: A.K.Satpathy, President B.Mahapatra (Co-opted Member) and A.P.Sahu, Member (Finance)**



Ref: GRF/Burla/Div/DED/ (Final Order)/ 2060(4)

Date: 20/09/24

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

1	Case No.	BRL/530/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Narayan Sahu At-Telimunda, Po-Reamal, Dist- Deogarh-768109.	4141-1252-1325	9078530525	
3	Respondent/s	SDO(Electrical), Deogarh	Division D.E.D, TPWODL, Deogarh		
4	Date of Application	27.08.2024			
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	27.08.2024			
9	Date of Order	20/09/24			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

**Place of Camp:** SDO Office, TPWODL, Deogarh.



**Appeared**

**For the Complainant-** Narayan Sahu

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

**GRF Case No- BRL/530/2024**

(1) Narayan Sahu  
At-Telimunda,  
Po-Reamal,  
Dist- Deogarh-768109.  
Consumer No.- 4141-1252-1325

**COMPLAINANT**

**VRS**

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

**OPPOSITE PARTY**

**GIST OF THE CASE**

The Complainant has filed the petition in the name of Narayan Sahu bearing Consumer No **4141-1252-1325** under DED, TPWODL, Deogarh stated about billing dispute.

Hence, the Complainant prayed before the Forum to consider the case for revision/rectification.

**SUBMISSION OF OPPOSITE PARTY**

The Opposite Party has PVR on dtd. 17.09.2024, w/s on dtd. 18.09.2024, MRT report of MMG, Deogarh as well as copy of money receipt for deposit of Rs 590/- on 17.02.2024 in this case.

**OBSERVATION**

The case is pursued with all documents available in records (FG data base and Samadhan App) and merit of the case. Refer to the GRF order dtd. 28.11.2023 communicated vide letter no.1165(4) in GRF case no.452 of 2023 to both parties. The opposite party has already been revised the bill for the period from 01.06.2018 to Nov'2023 and withdrawn an amount of Rs 7961.52/-. The complainant has deposited Rs 590/-towards meter testing fees on 17.02.2024 and with reference to the above deposit the MMG Team of Deogarh has also tested the meter bearing sl. no. "797688" on 19.02.2024 which was in the premises of the complainant since the date of initial p/s to Jan'2024 where in their report they declared the meter as defective with the suggestion to change the meter immediately. Accordingly, the opposite party has changed the meter and installed the meter bearing sl. no." TWSP51097449" on 20.02.2024 in the premises of the complainant. But, the MMG Team has not mentioned about date/month/year/any periods from where meter was defective and the opposite party has also not submitted any meter testing report with reference to Reg.111(i)/Record of test results as per regulation 111 (iv) of OERC Distribution (Conditions of Supply) Code,2019. In absence of all these documents the Forum feels that the meter might not be functioned properly since June 2018 to Jan'2024 billing month as served Pl & high bills during the above periods might be meter started improper function. So, required bill revision with adjustment of earlier revision with reference to meter testing report and consumption in the new meter so installed in the premises of the complainant.

Hence, the Forum is in the opinion that the Opposite party is liable to revise the bill for the period from June 2018 to Jan'2024 basing on the consumption recorded in meter sl. no. "TWSP51097449" taking IMR as "20" kwh in Mar'2024 and FMR as "627" kwh in Aug'2024 and its daily/monthly actual average consumption thereof with considering the earlier revision has already been reflected in ledger and the differential amount Dr/Cr to be taken care by opposite party in billing giving effect in the ledger accordingly.

## ORDER

Considering the documents and statements submitted by both the parties at the time of hearing, the Forum hereby passes orders that:

1. The Opposite Party is directed to revise the bill of the consumer for the period from June 2018 to Jan'2024 basing on the consumption recorded in meter sl. No. "TWSP51097449" taking IMR as "20" kwh in Mar'2024 and FMR as "627" kwh in Aug'2024 and its daily/monthly actual average consumption thereof with considering the earlier revision has already been reflected in ledger and the differential amount Dr/Cr to be taken care by opposite party in billing giving effect in the ledger accordingly.
2. The Opposite party is directed not to consider the bill revision for the period already revised earlier and adjust the revision as per law/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.



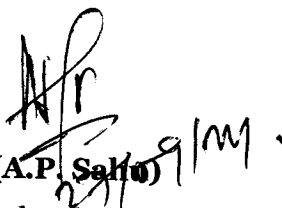
**(B. Mahapatra)**

(Co-Opted Member)

**Co-opted Member**

Grievance Redressal Forum

TPWODL, Burla - 768017



**(A.P. Sahoo)**

Member (Finance)  
Member

Grievance Redressal Forum

TPWODL, Burla - 768017



**(A.K. Satpathy)**

President  
President

Grievance Redressal Forum

TPWODL, Burla - 768017

- Copy to:** - (1) Narayan Sahu, At-Telimunda, Po-Reamal, Dist- Deogarh-768109.  
(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: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".