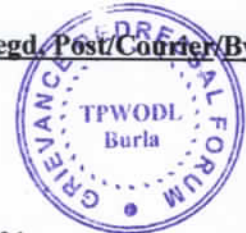


**Grievance Redressal Forum
TPWODL, BURLA**

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

Email: grf.burla@tpwesternodisha.com, Ph No.0663-2999601

Bench: A.K.Satapathy, President B.Mahapatra (Co-opted Member) and S.Tripathy, Member (Finance)




Ref: GRF/Burla/Div/SEED/ (Final Order)/ 93(4)

Date: 28/02/2025

Present:

**Sri A.K. Satapathy, President
Sri B.Mahapatra (Co-opted Member)**

1	Case No.	BRL/50/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sushila Luha At-Gahirpali, Po-Godlusingh, Dist-Sambalpur-768105		4164-3206-0733	7327903210
3	Respondent/s	S.D.O (Elect), Rairakhol			Division S.E.E.D, TPWODL, Sambalpur
4	Date of Application	24.01.2025			
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	24.01.2025			
9	Date of Order				
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			


 President
 Grievance Redressal Forum
 TPWODL, Burla - 768017

Place of Camp: ESO Office, Hatibari, TPWODL, Sambalpur
Appeared
For the Complainant- Sushila Luha
For the Respondent - SDO(Elect.) Rairakhol, TPWODL, Sambalpur.



GRF Case No- BRL/58/2025

(1) Sushila Luha
At-Gahirpali,
Po-Godluisingh,
Dist-Sambalpur-768105
Consumer No.- 4164-3206-0733

COMPLAINANT

VRS

(1) SDO(Elect.) Rairakhol, TPWODL, Sambalpur

OPPOSITE PARTY

GIST OF THE CASE

The Complainant has filed the petition in the name of Sushila Luha bearing Consumer No **4164-3206-0773** under SEED, TPWODL, Sambalpur has 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 submitted consumer history from Oct'2018 to Nov'2024 and w/s 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. On examining the case in details, the Forum observed that the complainant is a LT-DOM consumer having CD 0.5kw with initial date of p/s 20.05.2018 as seen from the FG data base/ Samadhan App. The complainant has raised objection as mentioned in gist of the case. After hearing from both parties and data submitted from opposite party it is observed that:-

1. From Sep-Oct'2018 to Jan-Feb'2022-Avg./PL bills with 144 units/ monthly with "o" reading kwh.
2. Actual bills served from Apr'2022 to Dec'2023 with meter reading 111/250/1000/1001/2000/2005/2100/17140 etc. with meter sl. no.LW475981
3. Bill has been revised from 01.02.2022 to 10.12.2023 of Rs 79937.70 on 20.12.2023
4. It is observed from records from FG and Samadhan App that though there was a meter installed with sl. no.LW475981, there was no reading from Sep-Oct'2018 to Jan-Feb'2021 and bills are on average basis. Thereafter, meter reading was taken and the various bills on actual basis.

Meter Change:-

1. 01.02.2022 data entered on 24.02.2022, sl. no.LW475981, old meter no.WM370302
2. 21.09.2024-Data entered on 23.09.2024 with sl. no.TWB155427, make-Genus, old meter-LW475981, make-Linkwell.

So, it is observed that in the meter no.LW475981 IMR="o" on 01.02.2022 & FMR=17140 on 06.01.2024 so monthly consumption=17140 units in 05days 11 months 1 year = 23 months 05 days

So average consumption=17140/23 = 745.21 units/month

Thereafter, in the latest new meter installed on 21.09.2024 with sl. no.TWB155427, IMR = 0 on 21.09.2024 and FMR = 11 on 18.10.2024, So consumption is 11 units in 27 days.

So, the consumption in previous meter no.LW475981 can not be taken to be right. So, all bills from Sep-Oct'2018 till 21.09.2024 may be revised by taking 06months average consumption as per the new meter installed. The P/s is disconnected at present, the consumer was asked to make past payment of Rs 5000/- and after which the p/s may be reconnected with reconnection fees. Thereafter, 06months average consumption be taken and accordingly all the bills from the date of p/s may be revised.

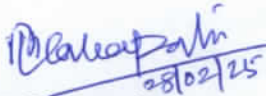
Grievance Redressal Forum
TPWODL, Burla - 768007

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 from Sep-Oct'2018 till 21.09.2024 may be revised by taking 06months average consumption as per the new meter installed.
2. The Opposite Party is directed to serve the revised energy charges bill with revised due date within 30 days from the issue of this Order, duly considering the applicable tariff during the period, taking into account the adjustments, if any, and adjustments for the payments made by the complainant.
3. The Complainant is directed to pay the revised billed amount so arrived at, if any, within due date after receipt of the revised energy charges bill to which the complainant is liable to pay.
4. **Opposite party is directed to submit the compliance report to this Forum within Four months from the date of issue of this order as the case may be.**

Accordingly, the case is disposed of.


28/02/25

(B. Mahapatra)

(Co-Opted Member)

Co-opted Member
Grievance Redressal Forum
TPWODL, Burla - 768017



(A.K. Satpathy)

President

President
Grievance Redressal Forum
TPWODL, Burla - 768017

- Copy to: -** (1) Sushila Luha, At-Gahirpali, Po-Godluisingh, Dist-Sambalpur-768105.
(2) Sub-Divisional Officer (Elect.) Rairakhol, TPWODL with the direction to serve one copy of the order to the Complainant/Consumer.
(3) Executive Engineer (Elect.), SEED, TPWODL, Sambalpur.
(4) The Chief Legal-cum-Nodal Officer, TPWODL, Burla for information.

"If the complainant is aggrieved by this order of the Grievance Redressal Forum, 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 at TPWODL Website → tpwesternodisha.com → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/59/2025)