

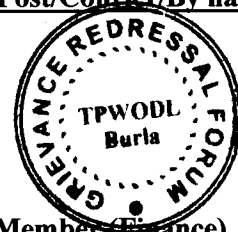
## Grievance Redressal Forum

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 A.P.Sahu, Member (Finance)



Ref: GRF/Burla/Div/DED/ (Final Order)/ 2106(4)

Date: 30.10.2024

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

1	Case No.	BRL/644/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Bishnu Ch Thakur At-Salohi , Po/Ps-Laimura Dist-Deogarh-768108		4141-1505-0050	7609096989
3	Respondent/s	S.D.O (Elect),Deogarh			Division D.E.D, TPWODL, Deogarh
4	Date of Application	11.09.2024			
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	11.09.2024			
9	Date of Order	29.10.2024			
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-** Bishnu Ch Thakur  
C/O-Hrudanand Bhoi

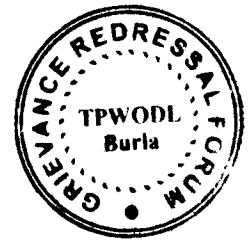
**For the Respondent -** SDO(Electrical), Deogarh, TPWODL.

**GRF Case No- BRL/644/2024**

Bishnu Ch Thakur  
At-Salohi, Po/Ps-Laimura  
Dist-Deogarh  
Consumer No-4141-1505-0050

**VRS**

SDO(Electrical), Deogarh, TPWODL.



**COMPLAINANT**

**OPPOSITE PARTY**

**GIST OF THE CASE**

Bishnu Ch Thakur has appeared in the hearing on Dt. 11.09.2024 at the camp held at ESO Office, Tileibani and submitted a written complaint wherein he has stated that "line was disconnected since last two year and meter was removed by departmental staff so arrear is increased" & requested 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 out on 15.09.2024 and written statement 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 of 1KW with date of initial power supply on Dt.15.11.2010 through meter SL No 979300 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute as mentioned in GIST with prayer to revise the bill. As reported by opposite party in the W/S due to less punching of reading as compare to meter reading of previous month the rounded up took place with raising of bill in higher units and amount also which to be treated as improper & unjust which has happened during the period from date of power supply to Nov 2016 and basically affected in Nov 2016. Further, in Jan 2017 the opposite party has raise the bill for 4110 units with KWh reading of 4122 in the above meter also which is not genuine & correct. Again, rounded up took place in between Nov-Dec 2019 & billing up to May 2021 also which to be treated as incorrect. A new meter bearing SL No TPWODL1099140 was installed on 08.10.2022 with IMR '0'. In such situation and considering the recommendation of opposite party it is fair to recast the reading from date of power supply to Sept 2018 as well as settle the billing dispute from Oct 2018 to Sept 2020 basing on the consumption recorded in new meter TPWODL1099140 in six consecutive months with its the daily/monthly actual consumption thereof.

**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 by recast the reading from date of power supply to Sept 2018 & also from Oct 2018 to Sept 2020 basing on the consumption recorded in new meter TPWODL1099140 in six consecutive months with its the daily/monthly actual consumption thereof.

2. The Opposite party is directed not to consider the bill revision for the period revised earlier and adjust the revision as per law/for the period of penalty/in both cases, if any, as applicable as it has 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 benefits of OTS scheme and rebate thereof, if any, as applicable as it has 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 into 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, serve 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 at, 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.M. Choudhary*  
29/10/24  
**B.M. Choudhary**  
**Member**  
**Grievance Redressal Forum**  
**TPWODL, Burla - 768017**

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

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

Copy to: -

1. Bishnu Ch Thakur, At-Saloh, Po/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".)

