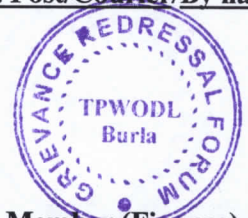


## Grievance Redressal Forum

TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,  
Burla, Bargarh, Pin- 768017Email: [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)



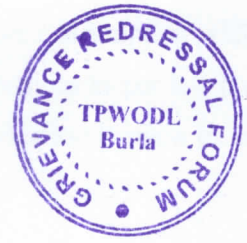
Ref: GRF/Burla/Div/JED/ (Final Order)/ 1447 (4)

Date: 23/02/2024

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

1	Case No.	BRL/66/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Smt Maya Chaurasia C/O-Sri B K Pal Suldiapada Dist-Jharsuguda	4131-2210-1000	7735191053	
3	Respondent/s	S.D.O (E)-I, Jharsuguda	Division J.E.D, TPWODL, Jharsuguda		
4	Date of Application	17.11.2023			
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	17.11.2023			
9	Date of Order	23/02/2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: SDO-I Office, Jharsuguda, TPWODL



**Appeared**

**For the Complainant-** Smt Maya Chaurasia  
Representated by Sri B K Pal

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

**GRF Case No- BRL/66/2024**

Smt Maya Chaurasia  
C/O-Sri B K Pal  
Suldiapada  
Dist-Jharsuguda  
Consumer No.- 4131-2210-1000

**VRS**

(1) - SDO-I(Electrical), Jharsuguda, TPWODL.

**COMPLAINANT**

**OPPOSITE PARTY**

**GIST OF THE CASE**

Sri B K Pal representative of Consumer Smt Maya Chaurasia appeared before this forum on dated 17<sup>th</sup> of November 2023 at its camp held in the office of SDO-I Jharsuguda and submitted a written complaint wherein he has stated that "Meter No WLT182742 not work properly so bill amount is very high. Meter is tested by TPWODL authority by depositing testing fees of Rs.472.00 and they agreed that meter is not work properly and they said that bill will be revised but till now it is not revised." So, he has requested to revise the bill.

**SUBMISSION OF OPPOSITE PARTY**

The Opposite Party has not submitted any relevant documents in this case.

**OBSERVATION**

The case is persued 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-GP consumer having CD 1KW with date of initial power supply 20.01.2020 as seen from FG/Samadhan App. The complainant has raised objection on high billing dispute with prayer to revise the bill. The above complainant has already been served actual bills up to Feb-2022 with adjustment of PL bills. The meter SI No TW02021164 was installed on 18.04.2022 with IMR '1' & MF '1' & continued up to Nov-2023 with KWh reading of 15940 where it is seen the KWh reading of 8552 was in existence in meter SI No WLT182742 & another meter bearing SL No TWSP51046773 was installed on 26.09.2023 with IMR '0' & MF '1' with old KWh reading of 15940. No billing has been found since Dec-2022 to Sept-2023 and after installation of meter billings are going on accordingly. On Scrutiny of ledger, it came to notice of the Forum that the consumer has been served the current bill amounting of Rs.362075.59 with billing unit of 45687 whose reason & details could not be submitted by the opposite party. Hence, required revision to settle the billing dispute.

Hence it is the opinion of the Forum that the opposite party is liable to revise the bill by spread over the reading of 8552 with IMR '0' in between periods from 20.01.2020 to 26.03.2022 with reference to consumption recorded Meter SI No WLT182742 or otherwise revise the bill as per testing report with you as per law as applicable as well as the reading of 15940 with IMR '1' in between periods from 18.04.2022 to 22.12.2022 with reference to consumption recorded Meter SI No TW02021164 & revise the bill for the period from 26.09.2023 to 14.11.2023 taking IMR as '0' & FMR as 678 with reference to consumption recorded Meter SI No TWSP51046773 and for the period from 23.09.2022 to 25.09.2023 with IMR as '0' on 26.09.2023 & FMR as


The recorded consumption in meter SI No TWSP51046773 taking six months consecutive consumption with the daily/monthly actual consumption thereof considering the adjustment of previous bill revisions as per law if any. The entire process to be taken care after proper verification by concern E.E with certification thereon to avoid loss to either of the parties.

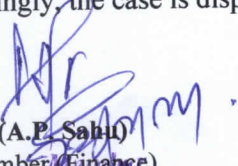
### ORDER


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 observing the below mentioned instructions: -
    - A. Spread over the reading of 8552 with IMR '0' in between periods from 20.01.2020 to 26.03.2022 with reference to consumption recorded Meter SI No WLT182742 or otherwise revise the bill as per testing report with you as per law as applicable.
    - B. Spread over the reading of 15940 with IMR '1' in between periods from 18.04.2022 to 22.12.2022 with reference to consumption recorded Meter SI No TW02021164.
    - C. For the period from 26.09.2023 to 14.11.2023 taking IMR as '0' & FMR as 678 with reference to consumption recorded Meter SI No TWSP51046773.
    - D. For the period from 23.09.2022 to 25.09.2023 with IMR as '0' on 26.09.2023 & FMR as the recorded consumption in meter SI No TWSP51046773 taking six months consecutive consumption with the daily/monthly actual consumption thereof.
    - E. The entire process to be taken care after proper verification by concern E.E with certification thereon to avoid loss to either of the parties as neither PVR nor W/S has filed by opposite party in this case 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.
- 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)  
Grievance Redressal Forum  
TPWODL, Burla - 768017  
Final Order (GRF Case No. BRL/66/2024)

  
(A.P. Sahu)  
Member (Finance)  
Grievance Redressal Forum  
TPWODL, Burla - 768017  
Page 3 of 4

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

**Copy to: -**

1. Smt Maya Chaurasia, C/O- Sri B K Pal, Suldiapada, Dist-Jharsuguda
2. Sub-Divisional Officer (Elect.)-I, 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”. )