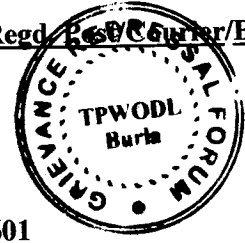


**Grievance Redressal Forum  
TPWODL, BURLA**

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)**



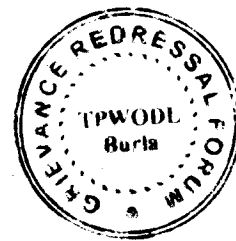
Ref: GRF/Burla/Div/SED/ (Final Order)/ 2118 (4)

Date: 30/10/24

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

1	Case No.	BRL/740/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Mehentar Kanwar C/o Arun Kanwar At/Po-Hirakud, Dist- Sambalpur.	4118-3204-0046	7978325381	
3	Respondent/s	SDO (E) Hirakud, TPWODL, Sambalpur		Division S.E.D, TPWODL, Sambalpur	
4	Date of Application	19.10.2024			
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	19.10.2024			
9	Date of Order	30/10/24			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: SDO Office, Hirakud, TPWODL, Sambalpur.



Appeared

**For the Complainant-** Mehentar Kanwar

Represented by Arun Kanwar

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

**GRF Case No- BRL/740/2024**

(1) Mehentar Kanwar

At/Po-Hirakud,

Dist- Sambalpur

Consumer No.- 4118-3204-0046

**COMPLAINANT**

**VRS**

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

**OPPOSITE PARTY**

**GIST OF THE CASE**

The Complainant has filed the petition in the name of Mehentar Kanwar bearing Consumer No **4118-3204-0046** represented by Arun Kanwar under SED, TPWODL, Sambalpur stated about suddenly the bill was raised for Rs 1,60,000/- and also disconnected the p/s.

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

**SUBMISSION OF OPPOSITE PARTY**

The Opposite Party has not submitted any relevant documents 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-Domestic consumer having CD 2kw with initial date of p/s 01.01.1990 as seen from the FG data base/ Samadhan App. The complainant has raised objection as mentioned in gist of the case. The billing status seen as bill stopped since Jun'2024. During verification, it is found that an amount of Rs 1,62,758.45/- has already been added due to bill revision for delay meter updating considering the consumption of 26282 kwh with reference to recorded reading in meter sl. no."LW357158" in billing since Sep'2022 with meter installation date 30.08.2022 whose date of manufacture was May'2019 for the period from Aug'2022 to Feb'2023(30.08.2022 to 02.02.2023). During the course of verification of Samadhan App data it came to the notice of the Forum that PL/Avg. bills were served to the complainant for the period from Dec'2016 to Feb'2023 (05.03.2023). Despite, updation of meter sl. no."LW357158" in Sep'2022 bills were on Avg. basis to Feb'2023. The actual kwh reading was "27746" in Mar'2023 but the kwh reading of "26282" was available on 02.02.2023 where found "O" code has been set and billings were served since Mar'2023 on actual meter reading basis. Although, the bill revision for delay meter updation has been done by opposite party but is of doubtful how the date of meter installation was considered 30.08.2022 where seen the meter was manufactured in May'2019. In this regard, the opposite party has been asked and could not able to answered satisfactorily for which the date of meter installation so considered by opposite party might not be correct. In this junction, the Forum feels that the opposite party has laces to produce the information and due to non-updation of meter in billing data in due course of time it has happened. Considering the material facts the Forum is to considered the date of installation as Dec'2019 giving 06months of moratorium period from the date of manufacture of the meter and taking which the bill revision to be reviewed and to settle the billing dispute.

President

Grievance Redressal Forum  
TPWODL, Burla 768017


Hence, the Forum is in the opinion that the Opposite party is liable to recast the bill by spread over kwh readings of "26282" with reference to consumption recorded in meter sl. no." LW357158" with IMR as "o" in between the periods from Dec'2019 to 02.02.2023 with the daily/monthly actual average consumption thereof and given effect to the complainant as per accounting principle with adjustment of previous bill revision for delay meter updating.

### **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 recast the bill of the consumer by spread over the kwh readings of "26282" with reference to consumption recorded in meter sl. no." LW357158" with IMR as "o" in between the periods from Dec'2019 to 02.02.2023 with the daily/monthly actual average consumption thereof and given effect to the complainant as per accounting principle with adjustment of previous bill revision for delay meter updating.
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. Sahu)

Member (Finance)  
**Member**  
**Grievance Redressal Forum**  
TPWODL, Burla - 768017

  
(A.K. Satpathy)

President  
**President**  
**Grievance Redressal Forum**  
TPWODL, Burla - 768017

- Copy to: - (1) Mehentar Kanwar, At/Po-Hirakud, Dist- Sambalpur.  
(2) Sub-Divisional Officer (Elect.) Hirakud, TPWODL with the direction to serve one copy of the order to the Complainant/Consumer.  
(3) Executive Engineer (Elect.), SED, TPWODL, Sambalpur.  
(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:Bhoynagar, 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.oriarc.org](http://www.oriarc.org) under the "head "Cases->"GRF".