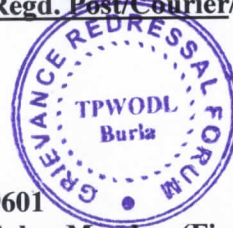


**Grievance Redressal Forum  
TPWODL, BURLA**

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)/ 2284 (4)

Date: 31/12/24

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

1	Case No.	BRL/747/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Bhugraj Seth C/o Aditya Seth At/Po-Kudopali, Chipilima, Hirakud, Dist- Sambalpur		4118-3105-0100	7381223588
3	Respondent/s	SDO (Elect), Hirakud, TPWODL			Division S.E.D, TPWODL, Sambalpur
4	Date of Application	22.10.2024			
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	22.10.2024			
9	Date of Order	31/12/24			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			



**Appeared**

**For the Complainant-** Bhugraj Seth  
C/o- Aditya Seth

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

**GRF Case No- BRL/747/2024**

(1) Bhuraj Seth  
C/o-Aditya Seth  
At/Po-Kudopali, Chipilima, Hirakud,  
Dist- Sambalpur  
Consumer No.- 4118-3105-0100

**COMPLAINANT**

**VRS**

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

**OPPOSITE PARTY**

**GIST OF THE CASE**

The Complainant has filed the petition in the name of Bhuraj Seth bearing Consumer No **4118-3105-0100** represented by Aditya Seth under SED, TPWODL, Sambalpur has stated about the following grievances: -

- i. Request for New service connection.
- ii. Request for revision of SS No.4118-3105-0100, so that he should clear his part arrear with NOC.
- iii. Request for approving to clear his part of penalty also.

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

**SUBMISSION OF OPPOSITE PARTY**

The Opposite Party has submitted PVR and w/s on 30.10.2024 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. On examining the case in details, the Forum observed that the complainant is a LT-Domestic consumer having CD 1kw 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. There was outstanding amount of Rs 3,51,319.70/- including penalty of Rs 40,658/- upto billing month Oct'2024. The above complainant is using the p/s along with his brothers in that premises. The complainant has applied a new service connection vide application no.TPWLO901851 in the name of Aditya Seth. As per claim of opposite party this complainant has deposited Rs 1,17,107/- on 04.11.2024. As seen for penalty case final assessment has already been done for Rs 40,658/- and debited in the bill. PL/Avg. bills were served to the complainant from May'2006 to Oct'2008 where it is found that the kwh reading was "3849" in Nov-Dec'2008 with reference to the consumption recorded in meter sl no."1967815" was in billing since Nov'2005 with actual reading of "3709" in Mar-Apr'2006. Further, it is observed that, PL bills were served from Nov-Dec'2011 to Mar-Apr'2012 but pending for withdrawal of PL bill of one period which to be withdrawal. Besides all these, it is seen that PL/Avg. bills were served from Aug'2012 to Oct'2015 and Jul'2017 to Apr'2019(Adjust the PL amount in May'2019 to be verify by the opposite party for confirmation of withdrawal amount) and also PL bills were served from Jun'2019 to Apr'2021 where found the PL of Apr'2021 was already adjusted as the meter replacement took place in billing in Apr'2021 on serving actual bill in May'2021 for "6680" units and pending the balance periods i.e from Jun'2019 to

  
President



Mar'2021 and to be revised accordingly as per law. In Apr'2021, the meter sl. no."LW295129"was effected in billing where it is seen that the old kwh was "15345" (meter sl. no."LW295129").However, this Forum is found that the consumption pattern of preceding and succeeding periods relating to Jun'2019 to Mar'2021 is not confirming the accuracy/correctness of billing so developed in Apr-May'2021 might be happened due to non-effect of meter replacement in billing. It is the assumption of Forum that, the replacement of the above meter (LW295129) took place in Jun'2019 but reflected in Apr'2021. The above meter was replaced either by authorities of licensee/with reference to scheme of CAPEX/as per directive of OPTCL/GRIDCO/in Soubhagya Scheme etc. but has not been taken into billing due to multiple factors were in force at that time. In this regard, the opposite party has failed to provide proper data/evidence and in absence of which the benefit of doubt will be goes to the complainant. The opposite party has already been released the new service connection in favour of Aditya Seth bearing consumer no.4118-3105-0923 on 02.11.2024 and the 1<sup>st</sup> bill was generated in Nov'2024 as came to know by this Forum with discussion over phone and also seen in FG. To settle the billing dispute bill revisions are required.

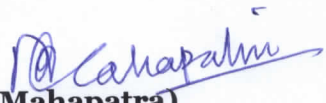
Hence it is the opinion of the Forum that the opposite party is liable to revise the bill for the periods from May'2006 to Dec'2008 taking IMR as "3709"kwh in May-Jun'2006 and FMR as "3849"kwh in Nov-Dec'2008 with reference to consumption recorded in meter Sl No "1967815" was in billing at that time and for the periods from Jun'2019 to May'2021 taking IMR as "o"kwh and FMR as "668o"kwh with reference to consumption recorded in meter Sl No "LW295129" with the daily/monthly actual average consumption thereof as well as withdraw the pending PL bills during Nov-Dec'2011 to Mar-Apr'2012 as found o2periods billing has already been withdrawn, considering the adjustment of previous bill revisions if any as per law.

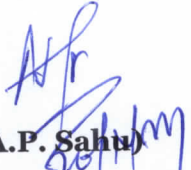
### **ORDER**


*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 for the periods from May'2006 to Dec'2008 taking IMR as "3709"kwh in May-Jun'2006 and FMR as "3849"kwh in Nov-Dec'2008 with reference to consumption recorded in meter Sl No "1967815" was in billing at that time and for the periods from Jun'2019 to May'2021 taking IMR as "o"kwh and FMR as "668o"kwh with reference to consumption recorded in meter Sl No "LW295129" with the daily/monthly actual average consumption thereof as well as withdraw the pending PL bills during Nov-Dec'2011 to Mar-Apr'2012 as found o2periods billing has already been withdrawn, considering the adjustment of previous bill revisions if any as per law.*
- 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) Aditya Seth, C/o-Bhugraj Seth, At/Po-Kudopali, Chipilima, 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: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".