

## 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/DED/ (Final Order)/ 2124 (4)

Date: 30/10/24

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

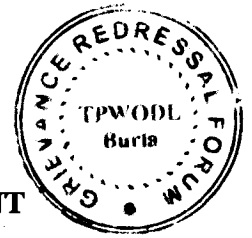
1	Case No.	BRL/754/2024																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Prahallad Bonichul At-Munda Gohira, Po-Gohira Damsite, Ps-Reamal, Dist- Deogarh-768121		4141-1503-0094	7894741393																																
3	Respondent/s	SDO(Electrical), Deogarh			Division D.E.D, TPWODL, Deogarh																																
4	Date of Application	23.10.2024																																			
5	In the matter of-	<table border="1"> <tr> <td>1. Agreement/Termination</td> <td>X</td> <td>2. Billing Disputes</td> <td>✓</td> </tr> <tr> <td>3. Classification/Reclassification of Consumers</td> <td>X</td> <td>4. Contract Demand / Connected Load</td> <td>X</td> </tr> <tr> <td>5. Disconnection / Reconnection of Supply</td> <td>X</td> <td>6. Installation of Equipment &amp; apparatus of Consumer</td> <td>X</td> </tr> <tr> <td>7. Interruptions</td> <td>X</td> <td>8. Metering</td> <td>X</td> </tr> <tr> <td>9. New Connection</td> <td>X</td> <td>10. Quality of Supply &amp; GSOP</td> <td>X</td> </tr> <tr> <td>11. Security Deposit / Interest</td> <td>X</td> <td>12. Shifting of Service Connection &amp; equipments</td> <td>X</td> </tr> <tr> <td>13. Transfer of Consumer Ownership</td> <td>X</td> <td>14. Voltage Fluctuations</td> <td>X</td> </tr> <tr> <td colspan="4">15. Others (Specify) -X</td> </tr> </table>				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			
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6	Section(s) of Electricity Act, 2003 involved																																				
7	OERC Regulation(s) with Clauses	<table border="1"> <tr> <td>1. OERC Distribution (Conditions of Supply) Code,2019</td> <td>✓</td> </tr> <tr> <td>2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004</td> <td></td> </tr> <tr> <td>3. OERC Conduct of Business) Regulations,2004</td> <td></td> </tr> <tr> <td>4. Odisha Grid Code (OGC) Regulation,2006</td> <td></td> </tr> <tr> <td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004</td> <td></td> </tr> <tr> <td>6. Others</td> <td></td> </tr> </table>				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																					
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8	Date(s) of Hearing	23.10.2024																																			
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:** ESO Office, Tileibani, TPWODL, Deogarh.

**Appeared**

**For the Complainant-** Prahallad Banichul

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



**GRF Case No- BRL/754/2024**

(1) Prahallad Banichul  
At-Munda Gohira,  
Po-Gohira Damsite,  
Ps-Reamal,  
Dist- Deogarh-768121  
Consumer No.- 4141-1503-0094

**COMPLAINANT**

**VRS**

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

**OPPOSITE PARTY**

**GIST OF THE CASE**

The Complainant has filed the petition in the name of Prahallad Banichul bearing Consumer No **4141-1503-0094** under DED, TPWODL, Deogarh 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 ledger copy for the period from Jul'2003 to Sep'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 25.03.2003 as seen from the FG data base/ Samadhan App. On scrutiny it is found that, an amount of Rs 44,035.74/- was debited for delay meter updating with reference to consumption recorded in meter sl. no.317893 of 10470 kwh with IMR as "1" kwh for the period from Nov'2019 to Nov'2022 (28.11.2019 to 23.12.2022) but could not submitted any relevant documents to confirm the date/month of meter replacement by opposite party. It is seen from the ledger that, Avg./PL bills were served to the complainant for the period from Aug'2013 to Nov'2022 where found actual bills were raised in Dec'2022 and Feb'2023 with kwh reading of "10627" and "10845" respectively with reference to consumption recorded in meter sl. no."317893". The date of manufacturing of the above meter was Jan'2015 as seen from the uploaded photo in FG.. The opposite party could not able to any believable documents towards meter replacement and hence this Forum is not agreed with the debit amount for delay meter updating. In such situation, this Forum prefers to pass the order considering moratorium period of six months from its month of manufacturing as the date of installation of meter bearing sl. no."317893".

Hence, the Forum is in the opinion that the Opposite party is liable to revise the bill for the period from Aug'2015 to 23.12.2022 taking IMR as "1" kwh and FMR as "10470" kwh by spread over the kwh reading over the periods with reference to consumption recorded in meter sl. no." 317893" (1st instance) as well as for the period from Aug'2013 to Jul'2015 considering the actual average consumption so derived in 1st instance with due adjustment of previous revisions with Dr/Cr in the ledger according to accounting principle so that the grievance of the complainant so redressed.

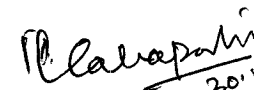
**President**

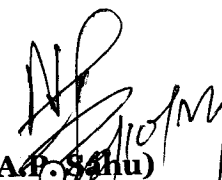
**Grievance Redressal Forum  
TPWODL, Burla - 768017**


## 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 of the consumer for the period from Aug'2015 to 23.12.2022 taking IMR as "1" kwh and FMR as "10470" kwh by spread over the kwh reading over the periods with reference to consumption recorded in meter sl. no." 317893" (1st instance) as well as for the period from Aug'2013 to Jul'2015 considering the actual average consumption so derived in 1st instance with due adjustment of previous revisions with Dr/Cr in the ledger according to accounting principle.
  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) 20.10.24  
(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) Prahallad Banichul, At-Munda Gohira, Po-Gohira Damsite, Ps-Reamal, Dist- Deogarh-768121.

(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:Bhoingar, 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".