

**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.Satapathy, President B.Mahapatra (Co-opted Member) and A.P.Sahu, Member (Finance)**

Ref: GRF/Burla/Div/DED/ (Final Order)/ 2166 (4)

Date: 30/11/2024

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

1	Case No.	BRL/766/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Katu Bhoi C/o- Suryakant Bhoi At-Kanteikoli, Po-Gohira Damsite, Ps-Reamal, Dist- Deogarh-768121.	4141-1509-0805	8117933344	
3	Respondent/s	SDO(Electrical), Deogarh		Division D.E.D, TPWODL, Deogarh	
4	Date of Application	23.10.2024			
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	23.10.2024			
9	Date of Order	29/11/24			
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-** Katu Bhoi

Represented by Suryakanta Bhoi

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



**GRF Case No- BRL/766/2024**

(1) Katu Bhoi  
At-Kanteikoli,  
Po-Gohira Damsite,  
Ps-Reamal  
Dist- Deogarh-768121.  
Consumer No.- 4141-1509-0805

**COMPLAINANT**

**VRS**

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

**OPPOSITE PARTY**

**GIST OF THE CASE**

The Complainant has filed the petition in the name of Katu Bhoi bearing Consumer No **4141-1509-0805** represented by Suryakanta Bhoi 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 w/s dtd.19.11.2024, PVR dtd.25.10.2024 and ledger copy for the period from Jun'2010 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-KTJ consumer having CD 0.11kw with initial date of p/s 07.04.2010 with meter sl. no."813522" as seen from the FG data base/ Samadhan App. The complainant has raised objection as mentioned in the gist of the case. Actual bills have been served upto Oct'2018 with kwh reading of "5109" with adjustment of PL bills wherever required and also served wrong bills from Nov'2018 to Sep'2019. In Jan'2019 the billing was "4902" and in Mar'2019 the kwh reading was "5311" with billing unit "5300" but observed that the kwh reading upto Mar'2019 of "5311" was found correct and rest period from Apr'2019 to Sep'2019 required revision. Further, from Oct'2019 to Jun'2023 the billings were raised on provisional basis although the meter sl. no."LW414977" was in billing in Nov'2019 with installation date was 21.10.2019 with IMR as "1" kwh and the bill has been revised from Nov'2019 to May'2023 (21.10.2019 to 24.06.2023) where found Rs 40,549.30/- was withdrawn from billing. So, bill revision is required to settle the billing dispute.

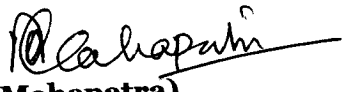
Hence, the Forum is in the opinion that the Opposite party is liable to revise the bill for the period from Nov'2018 to Mar'2019 taking IMR as "5109" kwh in Nov'2018 and FMR as "5311" in Mar'2019 with reference to consumption recorded in meter sl. no." 813522" and for the period from Apr'2019 to Sep'2019 as per consumption recorded in meter sl. no."LW414977" taking IMR as "1" kwh on 21.10.2019 and FMR as "756" kwh in Jun'2023 with the daily/monthly actual average consumption thereof with adjustment of earlier bill amount according to accounting principle and law in force.

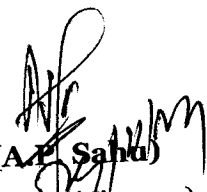
## ORDER


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 period from Nov'2018 to Mar'2019 taking IMR as "5109" kwh in Nov'2018 and FMR as "5311" in Mar'2019 with reference to consumption recorded in meter sl. no." 813522" and for the period from Apr'2019 to Sep'2019 as per consumption recorded in meter sl. no." LW414977" taking IMR as "1" kwh on 21.10.2019 and FMR as "756" kwh in Jun'2023 with the daily/monthly actual average consumption thereof with adjustment of earlier bill amount according to accounting principle and law in force.
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) Katu Bhoi, At-Kanteikoli, 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: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.oriarc.org](http://www.oriarc.org) under the "head "Cases->"GRF".