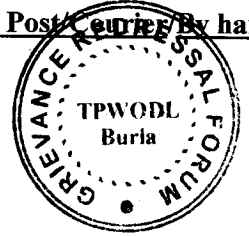


**Grievance Redressal Forum  
TPWODL, BURLA**

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/JED/ (Final Order)/ 2228(4)

Date: 30/12/24

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

1	Case No.	BRL/782/2024			
2	Complainant/s	Name & Address Maya Benerjee At-Old Power House Road Po-K M Road Dist- Jharsuguda Pin-768215		Consumer No 4131-2108-0368	Contact No. 9124387378
3	Respondent/s	SDO-I(E)TPWODL, Jharsuguda			Division J.E.D, TPWODL, Jharsuguda
4	Date of Application	11.11.2024			
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	11.11.2024			
9	Date of Order	30/12/24			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

**Place of Camp:** Division Office, JED, Jharsuguda, TPWODL

**Appeared**

**For the Complainant-** Maya Benerjee

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

**GRF Case No- BRL/782/2024**

Maya Benerjee

At-Old Power House Road

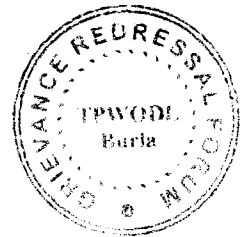
Po-K M Road

Dist-Jharsuguda

Consumer No-4131-2108-0368

**VRS**

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



**COMPLAINANT**

**OPPOSITE PARTY**

**GIST OF THE CASE**

Maya Benerjee has appeared in the hearing on Dt. 11.11.2024 at the camp held at Division Office, JED, Jharsuguda and submitted a written complaint wherein she has stated about billing dispute- dispute related to three phase provisional PL bill from the installation of smart meter by TPWODL on Aug 2021 & requested to settle the outstanding PL bill amount of Rs 2,10,000/-

**SUBMISSION OF OPPOSITE PARTY**

The opposite party has submitted copy of assessment order Ltr No 833 Dt. 13.08.2021 of SDO-I, JED, Jharsuguda, photoprint of meter reading & copy of application of complainant address to SDO-I, Jharsuguda in this case.

**OBSERVATION**

The case is pursued 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-DOM consumer having CD of 16KW with date of initial power supply on Dt.01.01.1990 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute as mentioned in gist of the case. As seen the meter sl. No."TPU000446" was installed on Aug'2021(12.08.2021) and another meter bearing sl. no."10047659" was changed on 13.01.2024 where it is found that the kwh reading of old meter was "28928".The photograph of meter and reading of meter sl. no. "TPU000446" was uploaded in billing with kwh reading "28877".The opposite party has done the bill revision for delay meter updating for the period from Aug'2021 to Nov'2023(12.08.2021 to 11.01.2024) and reset the reading in billing with IMR as "28877" in billing month Dec'2023(12.01.2024) as well as debited an amount of Rs 1,20,408.29/- and the calculation of above amount will be reverified to confirm the debit amount and if found any deviation to be account for accordingly by debiting/crediting in the billing. During the course of verification, it is also seen that an amount of Rs 1,41,000/- was debited in billing towards penalty in Aug'2021 for which this Forum will not consider anything as because no jurisdiction on the above dispute and the complainant may knock the door of the authorities of licensee (Penalty finalisation committee / Electrical Inspector, Jharsuguda. Although, there is no merit in this case but doubt on the calculation of bill revision towards delay meter updating.

Hence it is the opinion of the Forum that the opposite party is liable to recalculate the bill revision so done towards delay meter updating considering IMR as "1" kwh on 12.08.2021 and FMR as "28877" on 11.01.2024 with reference to consumption recorded in meter SI No TPU000446 with the daily/monthly actual consumption thereof, along with withdrawal of proportionate DPS as not provided the proper billing with

*[Handwritten signature]*  
Ultimate Arbitration Forum


reference to the regulation to the complainant considering the adjustment of previous bill revisions as per law and account for the debit/credit amount so arrived from the recalculation. Further, the complainant may approach to authorities of licensee (Penalty settlement committee) or Electrical Inspector, Jharsuguda in regards to penalty matter.

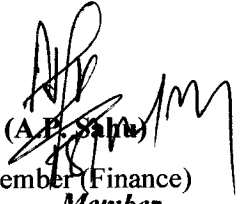
### **ORDER**


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 recalculate the bill revision so done towards delay meter updating considering IMR as "1" kwh on 12.08.2021 and FMR as "28877" on 11.01.2024 with reference to consumption recorded in meter SI No TPU000446 with the daily/monthly actual consumption thereof, along with withdrawal of proportionate DPS as not provided the proper billing with reference to the regulation to the complainant considering the adjustment of previous bill revisions as per law and account for the debit/credit amount so arrived from the recalculation.
2. The Complainant is directed to approach to authorities of licensee (Penalty settlement committee) or Electrical Inspector, Jharsuguda in regards to penalty matter
3. 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.
4. The Opposite Party is directed to collect the revised bill amount and on non-payment, serve the Disconnection Notice to the Complainant as per Indian Electricity Act, 2003 under Section 56(i) and disconnect the power supply accordingly.
5. The Complainant is directed to pay the revised billed amount so arrived at, if any, within due date after receipt of the revised energy charges bill to avoid disconnection.
6. **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. Maya Benerjee, At-Old Power House Road, Po-K M Road, Dist- Jharsuguda
2. Sub-Divisional Officer (Elect.)-I, TPWODL, Jharsuguda 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".