

## 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)/ 2170 (4)

Date: 30/11/2024

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

1	Case No.	BRL/790/2024																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Jadaba Meher At/Po-Laikera Ps-laikera Dist- Jharsuguda		4135-2803-0136	9337509393																																
3	Respondent/s	SDO(E)-II, JED, Jharsuguda			Division J.E.D, TPWODL, Jharsuguda																																
4	Date of Application	13.11.2024																																			
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																																				
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8	Date(s) of Hearing	13.11.2024																																			
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 Laikera.

**Appeared**

**For the Complainant-** Jadaba Meher

**For the Respondent -** SDO(E)-II, JED, Jharsuguda

**GRF Case No- BRL/790/2024**

Jadaba Meher  
At/Po-Laikera  
Ps-laikera  
Dist- Jharsuguda.  
Consumer No.- 4135-2803-0136

**VRS**

SDO(E)-II, JED, Jharsuguda

**COMPLAINANT**

**OPPOSITE PARTY**

**GIST OF THE CASE**

Jadaba Meher has appeared in the hearing on Dt. 13.11.2024 at the camp held at ESO Office, Laikera and submitted a written complaint wherein he has stated about billing dispute-wrong billing since 2012 & requested to revise/rectify the same.

**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 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 1.5KW with date of initial power supply on Dt.01.01.1990 through meter SL No WESCO112201 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute as mentioned in GIST with prayer to revise the bill. The meter SI No 168051 was effected in billing in July-Aug-2012 & continued up to billing month Jan-2020 with Act/Pl billing and adjustment thereon but found that the billing in Nov-2013 for KWh reading of 18872 with billing unit 5465 seems that the suppressed reading has been billed here. Further, it is seen that in July 2018 the KWh reading was 23533 with billing unit 1775. Meanwhile, the meter with SI No 168051 was affected in billing in July-Aug-2002. Hence, bill revision is required to settle the billing dispute.

Hence it is the opinion of the Forum that the opposite party is liable to spread over the KWh reading of 23533 with IMR 3 in between the period from July-2002 to July-2018 with reference to consumption recorded in meter SI No 168051 with the daily/monthly actual consumption thereof, considering the adjustment of previous bill revisions if any as per law.

**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 spread over the KWh reading of 23533 with IMR 3 in between the period from July-2002 to July-2018 with reference to consumption recorded in meter SI No 168051 with the daily/monthly actual consumption thereof, considering the adjustment of previous bill revisions if any as per law.

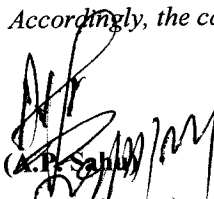


2. The Opposite party is directed not to consider the bill revision for the period revised earlier and adjust the revision as per law/for the period of penalty/in both cases, if any, as applicable as it has not submitted any information for the same.
3. The Opposite party is directed not to consider the bill revision for the period already where the complainant has availed the benefits of OTS scheme and rebate thereof, if any, as applicable as it has 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 into 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, serve 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 at, 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**

  
(A.P. Sahu)  
Member (Finance)  
**Member**

  
(A.K. Satpathy)

President  
**President**

Copy to: **Grievance Redressal Forum**  
TPWODL, Burla - 768017

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TPWODL, Burla - 768017

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2. Sub-Divisional Officer (Elect.)-II, 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".