

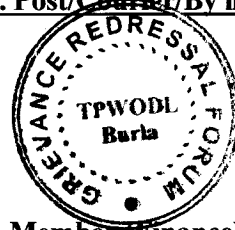
By Regd. Post/Courier/By hand

## Grievance Redressal Forum

TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,  
Burla, Sambalpur, Pin- 768017Email: [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)



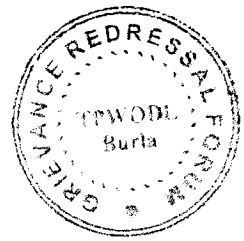
Ref: GRF/Burla/Div/SEED/ (Final Order)/ 2225 (4)

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/804/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Abhi Kisan Anghura, Paramanpur Dist- Sambalpur		4163-3603-0355	9556587639
3	Respondent/s	SDO(Electrical),Rengali, TPWODL			Division S.E.E.D, TPWODL, Sambalpur
4	Date of Application	19.11.2024			
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	19.11.2024			
9	Date of Order	30/12/24			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

*(Signature)*  
President



**Appeared**

**For the Complainant-** Abhi Kisan

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

**GRF Case No- BRL/804/2024**

Abhi Kisan

Anghura, Paramanpur

Dist- Sambalpur

Consumer No.- 4163-3603-0355

**VRS**

SDO(Elect.), Rengali, TPWODL, Sambalpur

**COMPLAINANT**

**OPPOSITE PARTY**

**GIST OF THE CASE**

Abhi Kisan has appeared in the hearing on Dt. 19.11.2024 at the camp held at SDO Office, Rengali and submitted a written complaint wherein he has stated that "PL bills were served and hence arrear increases to Rs.115821.00 on Jan 2024 & also received a current bill of Rs.72444.86" & 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 0.5KW with date of initial power supply on Dt.01.01.2019 through meter SI No WESCO9208419 with IMR 1 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute as mentioned in GIST with prayer to revise the bill. A meter bearing SL No TWSP51091415 was installed on 25.12.2023 with IMR 0 & MF 1 with old KWh on 19.05.2022 as 4989 with billing unit 3221 (in billing month April 2022). PL/Avg bills were served during May June 2022 to Nov 2023. In Jan 2024 the billing was raised for units of 11868 with current bill amount Rs.72444.86 which might not be correct. The opposite party has already revised the bill for the period from June 2022 to Nov 2023 & withdrawn Rs.32172.32 as well as revised the bill for delayed meter updating from Jan 2024 to Feb 2024 (25.12.2023 to 07.03.2024) & also withdrawn Rs.13552.56 which was not correct. Hence the arrear is showing with high amount.

Hence it is the opinion of the Forum that the opposite party is liable to revise the bill by spread over for KWh reading of 4989 with IMR 1 in between the periods from date of power supply to 19.05.2022 with reference to consumption recorded in meter SI No WESCO9208419 as well as revised the bill for the period from 25.12.2023 to July 2024 by taking IMR as 0 & FMR as 62 with reference to consumption recorded in meter SI No TWSP51091415 with the daily/monthly actual consumption thereof, considering the adjustment of previous bill revisions of Rs.13552.56 as per law.

President  
Grievance Redressal Forum  
TPWODL, Burla

## 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 revise the bill by spread over for KWh reading of 4989 with IMR 1 in between the periods from date of power supply to 19.05.2022 with reference to consumption recorded in meter SI No WESCO9208419 as well as revised the bill for the period from 25.12.2023 to July 2024 by taking IMR as 0 & FMR as 62 with reference to consumption recorded in meter SI No TWSP51091415 with the daily/monthly actual consumption thereof, considering the adjustment of previous bill revisions of Rs.13552.56 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

Copy to 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

1. Abhi Kisan, Anghura, Paramanpur, Dist- Sambalpur.
2. Sub-Divisional Officer (Elect.), Rengali, TPWODL, Sambalpur with the direction to serve one copy of the order to the Complainant/Consumer.
3. Executive Engineer (Elect.), SEED, 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".