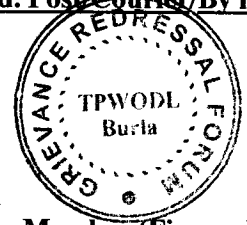


**Grievance Redressal Forum  
TPWODL, BURLA**

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)/ 2311(4)

Date: 31/12/24

**Present:**

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

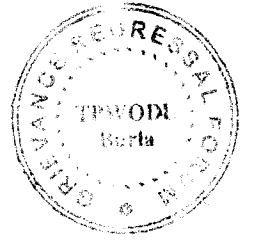
1	Case No.	BRL/877/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Chakradhar Rohidas At/Po-Gandam, Dimirikuda, Tileibani Dist-Deogarh	4141-1522-0110		
3	Respondent/s	S.D.O (Elect),Deogarh		Division D.E.D, TPWODL, Deogarh	
4	Date of Application	18.12.2024			
5	In the matter of-	1. Agreement/Termination	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	18.12.2024			
9	Date of Order	31/12/24			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

**Place of Camp:** At-Jharagogua under ESO Tileibani

**Appeared**

**For the Complainant-** Chakradhar Rohidas

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



**GRF Case No- BRL/877/2024**

Chakradhar Rohidas  
At/Po-Gandam, Dimirikuda, Tileibani  
Dist-Deogarh  
Consumer No-4141-1522-0110

**VRS**

SDO(Electrical), Deogarh, TPWODL.

**COMPLAINANT**

**OPPOSITE PARTY**

**GIST OF THE CASE**

Chakradhar Rohidas has appeared in the hearing on Dt. 18.12.2024 at the camp held at Jharagogua under ESO Office, Tileibani and submitted a written complaint wherein he has stated about billing dispute- abnormal billing on June-July-2017 & has requested to revise/rectify the bill.

**SUBMISSION OF OPPOSITE PARTY**

The opposite party has not submitted any relevant documents except billing abstract from March-2013 to Oct-2024 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 1KW with date of initial power supply on Dt.06.02.2013 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute as mentioned in GIST with prayer to revise the bill. In June-July-2017 the complainant has been served the billing for 4219 units with KWh reading of 5759 & in Aug-Sept-2018 for KWh reading of 5828 w.r t consumption recorded in meter SL No 8099580 which was in billing since date of power supply and found that the billings were raised in improper manner. In Dec-Jan-2019, punched the reading as 20 hence round up of meter took place with billing unit of 4192 & in Nov-2019 the reading was 526 whereas the KWh reading was 59 in Dec-2019 is not acceptable by this Forum. PL billa were served from Jan 2020 to June 2020. The meter SI No LW417157 was in billing since July-Aug-2020.

Hence it is the opinion of the Forum that the opposite party is liable to spread over the reading of 5828 units with IMR 1 in between the period from date of power supply to Sept-2018 with reference to consumption recorded in meter SI No 8099580 and revise the bill from Oct-2018 to June-2020 by taking IMR as 120 in Sept-Oct-2020 and FMR as 323 in Jan-Feb-2021 with reference to consumption recorded in meter SI No LW417157 with the daily/monthly actual consumption thereof with the adjustment of previous bill revisions if any as per law.

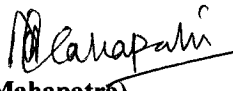
Grievance Redressal Forum  
TPWODL, Burla - 751 001


## ORDER

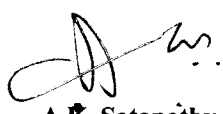
After careful consideration of hearing and data submitted by both parties the Forum is pleased to pass the Order as follows.

1. The Opposite Party is directed to spread over the reading of 5828 units with IMR 1 in between the period from date of power supply to Sept-2018 with reference to consumption recorded in meter SI No 8099580 and revise the bill from Oct-2018 to June-2020 by taking IMR as 120 in Sept-Oct-2020 and FMR as 323 in Jan-Feb-2021 with reference to consumption recorded in meter SI No LW417157 with the daily/monthly actual consumption thereof with 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)**  
**Grievance Redressal Forum**  
**TPWODL, Burla - 768017**

  
**(A.P. Sahu)**  
**Member (Finance)**  
**Member**  
**Grievance Redressal Forum**  
**TPWODL, Burla - 768017**

  
**A.R. Satapathy**  
**(President)**  
**Grievance Redressal Forum**  
**TPWODL, Burla - 768017**

1. Chakradhar Rohidas, At/Po-Gandam, Dimrikuda, Phelbani, Dist-Deogarh.
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.orierc.org](http://www.orierc.org) under the "head "Cases-> "GRF".)