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**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/SED/ (Final Order)/ 1540 (4)

Date: 29/02/2024

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

1	Case No.	BRL/96/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sri Chandan Kumar Das Kalinga Hardware, At/Po- Bhudharaja, Dist- Sambalpur.	4117-2215-0480	9437052195	
3	Respondent/s	SDO(Electrical) Ainthapali, TPWODL		Division S.E.D, TPWODL, Sambalpur	
4	Date of Application	12.02.2024			
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	12.02.2024			
9	Date of Order	29/02/2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			



**Place of Camp:** ESO Office, Hospital Road, TPWODL, Sambalpur.

**Appeared**

**For the Complainant-** Sri Chandan Kumar Das

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



**GRF Case No- BRL/96/2024**

(1) Sri Chandan Kumar Das

At/Po- Bhudharaja,

Dist- Sambalpur.

Consumer No.- 4117-2215-0480

**COMPLAINANT**

**VRS**

(1) SDO(Elect.) Ainthapali,TPWODL,Sambalpur

**OPPOSITE PARTY**

**GIST OF THE CASE**

The Complainant has filed the petition in the name of Sri Chandan Kumar Das bearing Consumer No **4117-2215-0480** under SED, TPWODL, Sambalpur stated about dispute on billings since 2015 and billings were done even after disconnection and no use of p/s. PL and actual bills were served without adjustment of PL bills time to time and with improper manner. In this case the complainant has submitted copy of letter in favour of ESO, Hospital Road mentioning about nil consumption during house lock, copy of application for re-connection on 12.11.2015 & 22.01.2020 respectively were duly received by concerned ESO, copy of money receipt for payment of Rs 400/- towards RC fees on dtd. 22.01.2020 vide money receipt no. 5550090 & copy of money receipt for payment of Rs 10000/- dtd. 28.01.2020 through online.

Hence, the Complainant prayed before the Forum to consider the case for revision/rectification.

**SUBMISSION OF OPPOSITE PARTY**

The Opposite Party has not submitted any relevant documents in this case although camp was held on 12.02.2024 after lapses of 15 days since hearing date where it was discussed to submit the relevant documents like PVR,w/s etc. to arrive on the conclusion for order.

**OBSERVATION**

The case is pursued with all documents available in records (FG data base and Samadhan App) as well as documents submitted by the complainant and merit of the case. On examining the case in details, the Forum observed that the complainant is a LT-GP consumer having CD 2kw with initial date of p/s 13.02.2013 trough meter sl. no."8044661" with IMR as "o" and the meter sl. no. "WLT167114" was changed on 30.11.2019 with IMR as "zero" and MF "1"as seen from the FG data base. The meter sl. no."8044661" was continued with actual reading upto billing month Nov'2016(15.12.2016) with kwh reading of "2563". During the course of scrutiny of the ledger it came to the notice of the Forum that the actual bill has been raised in Mar'2016 with kwh reading of "1305" with billing unit "1302" and the actual bills has been raised in billing month Jul'2016, the kwh reading was "2328" with billing unit "1023". So, the pattern of billings were not correct due to inefficiency of the meter readers as not performed their duty properly and given billing for suppressed reading time to time in where the opposite party was no control over it. Further, it is also seen that PL bills were served to the complainant for many periods. The meter sl. no "WLT167114" was effected in billing since Jan'2020 with actual kwh reading "3724" and billing unit "3724" in Sep'2020 and the kwh reading was "4245" in Oct'2020 with billing unit "521" and in Dec'2020 kwh reading was "4658" with billing unit "413" etc. The complainant has applied with ESO, Hospital road for rectification of bills were so raised objection on billing during house lock period dtd. 12.11.2015 as well as declared in the application dtd. 22.01.2020 about disconnection of p/s since 12.11.2015 for the house lock periods. During house lock period neither there was p/s nor the shop was on rented basis. The question of outstanding arose at the time of reconnection of p/s. It is a matter of question to opposite party how considered the RC taking the RC fees on 20.01.2020 without clearance of the dues which to be treated as violation of Reg.17(i) or otherwise the bills were raised on the complainant in a wrong manner which was in the knowledge of the opposite party but could not steps forward for its revision even after repeated request followed by written communication and continued till date is also a matter of regret.



In the course of hearing, the complainant has stated that the meter sl. no. "WLT167114" was installed on 27.01.2020 and for that the opposite party has accepted the same verifying the register maintained by them and thereafter actual bills are going on upto Dec'2023 and there was no objection for billing since installation of new meter and billing thereon. The billing dispute is continued since the date of p/s to Dec'2020 for which the complainant has sought relief. After careful observation of the material facts and documentary evidence as well as following FG data base it is concluded that revisions are required to resolve the billing dispute.

Hence, the Forum is in the opinion that the Opposite party is liable to revise the bill as per following instructions to resolve the billing dispute: -

- a) Spread over the reading of "2563" kwh with IMR as "o" basing on the consumption recorded in meter sl. no." 8044661" for the period from Feb'2013 to Nov'2016 with the daily/monthly actual average consumption thereof.
- b) Spread over the reading of "4658" kwh with IMR as "zero" basing on the consumption recorded in meter sl. no." WLT167114" for the period from Jan'2020 to Dec'2020 with the daily/monthly actual average consumption thereof.
- c) Revised the bill by withdrawing the EC, ED & DPS (as per applicability) for the period from Dec'2016 to Dec'2019 considering there was no consumption during the above periods due to no p/s in the above periods as came to notice of this Forum during hearing in presence of the opposite party followed by documentary evidence submitted by the complainant taken into confidence and in absence of filing no objection/no w/s in this case by opposite party it is cleared that the opposite party has agreed on the claim of the complainant. In absence of this, benefit of doubt will go to the hands <sup>of</sup> up the complainant to deliver the justice in fair manner as per law.

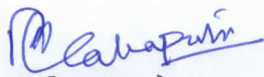
### ORDER

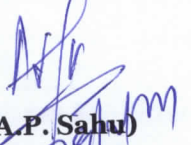
*Considering the documents and statements submitted by both the parties at the time of hearing, the Forum hereby passes orders that:*


1. *The Opposite Party is directed to revise the bill of the consumer as per following instructions: -*
  - i. Spread over the reading of "2563" kwh with IMR as "o" basing on the consumption recorded in meter sl. no." 8044661" for the period from Feb'2013 to Nov'2016 with the daily/monthly actual average consumption thereof.
  - ii. Spread over the reading of "4658" kwh with IMR as "zero" basing on the consumption recorded in meter sl. no." WLT167114" for the period from Jan'2020 to Dec'2020 with the daily/monthly actual average consumption thereof.
  - iii. Revised the bill by withdrawing the EC, ED & DPS (as per applicability) for the period from Dec'2016 to Dec'2019 considering there was no consumption during the above periods due to no p/s in the above periods as came to notice of this Forum during hearing in presence of the opposite party followed by documentary evidence submitted by the complainant taken into confidence and in absence of filing no objection/no w/s in this case by opposite party it is cleared that the opposite party has agreed on the claim of the complainant. In absence of this, benefit of doubt will go to the hands up the complainant to deliver the justice in fair manner as per law.
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.**

  
(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) Sri Chandan Kumar Das, At/Po- Bhudharaja, Dist- Sambalpur.  
(2) Sub-Divisional Officer (Elect.) Ainthapali, TPWODL, Sambalpur with the direction to serve one copy of the order to the Complainant/Consumer.  
(3) Executive Engineer (Elect.), SED, 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:Bhoingar, 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".