

**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) / 1484 (4)

Date: 27/02/24

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

1	Case No.	BRL/102/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sri Nabin Padhan At/Po- Jammal, Bagdihi, Dist- Jharsuguda.	4131-2701-1081	9777464220	
3	Respondent/s	SDO(Electrical)-I, Jharsuguda, TPWODL		Division J.E.D, TPWODL, Jharsuguda	
4	Date of Application	29.01.2024			
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	29.01.2024			
9	Date of Order	27/02/24			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			



**Place of Camp:** ESO Office, Bagdihi, TPWODL, Jharsuguda.

**Appeared**

**For the Complainant-** Sri Nabin Padhan

**For the Respondent -** SDO(Elect.)-I, Jharsuguda,TPWODL.



**GRF Case No- BRL/102/2024**

(1) Sri Nabin Padhan  
At/Po- Jammal, Bagdihi,  
Dist- Jharsuguda.  
Consumer No.- 4131-2701-1081

**COMPLAINANT**

**VRS**

(1) SDO(Elect.)-I, Jharsuguda,TPWODL

**OPPOSITE PARTY**

**GIST OF THE CASE**

The Complainant has filed the petition in the name of Sri Nabin Padhan bearing Consumer No **4131-2701-1081** under JED, TPWODL, Jharsuguda stated about billing dispute.

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

**SUBMISSION OF OPPOSITE PARTY**

The Opposite Party has submitted the PVR dtd. 05.02.2024 and w/s 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 domestic consumer having CD 1kw with date of initial power supply 01.03.2010 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute with prayer to revise the bill. The meter sl. no."LW586438" was installed on 29.03.2021 with IMR "zero" & MF "1". The above complainant has already been served PL/Avg. bills for the period from Oct-Nov'2015 to Feb'2021 @ 50/25 units monthly/bi-monthly which seems to be very small units of consumption as compared to other periods. In the meantime, the opposite party has revised the bill for defective period for the period from Mar'2019 to Feb'2021 and debited an amount of Rs 4039.02/- in the billing and done with reference to regulation 155 of OERC(Conditions of Supply) Code,2019. However, for verification of correctness to be recalculated further.

Hence it is the opinion of the Forum that the opposite party is liable to verify the calculation so done for the period from Mar'2019 to Feb'2021 in reference to consumption recorded in the meter sl no."LW586438" taking IMR as "1" kwh on 29.03.2021 and FMR as "408" kwh on 27.10.2021 and the daily/monthly actual consumption thereof with adjustment of revisions and amount already done and accordingly effect difference in the billing as per accounting principle.

**ORDER**

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

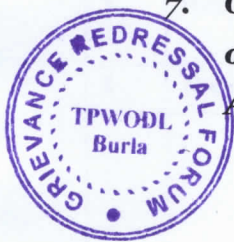
- 1. The Opposite Party is directed to verify the calculation so done for the period from Mar'2019 to Feb'2021 in reference to consumption recorded in the meter sl no."LW586438" taking IMR as "1" kwh on 29.03.2021 and FMR as "408" kwh on 27.10.2021 and the daily/monthly actual consumption thereof with adjustment of revisions and amount already done and accordingly effect difference in the billing as per accounting principle.*

  
President



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.**

Accordingly, the case is disposed of.



*(Signature of B. Mahapatra)*

**(B. Mahapatra)**

(Co-Opted Member)

*Co-opted Member*

**Grievance Redressal Forum  
TPWODL, Burla - 768017**

*(Signature of A.P. Sahu)*

**(A.P. Sahu)**

Member (Finance)

*Member*

**Grievance Redressal Forum  
TPWODL, Burla - 768017**

*(Signature of A.K. Satpathy)*

**(A.K. Satpathy)**

President

*President*

**Grievance Redressal Forum  
TPWODL, Burla - 768017**

**Copy to: - (1) Sri Nabin Padhan, At/Po- Jammal, Bagdihi, Dist- Jharsuguda.**

**(2) Sub-Divisional Officer (Elect.)-I, Jharsuguda, 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".