

**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)/ 1483 (4)

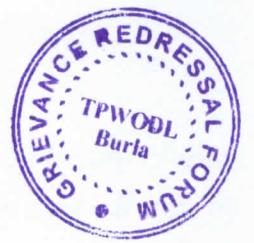
Date: 27/02/24

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

1	Case No.	BRL/101/2024		
2	Complainant/s	Name & Address Sri Usha Charan Naik At/Po- Handatupa, Bhimsor, Dist- Jharsuguda.	Consumer No 4131-2704-1088	Contact No.
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
		5. Disconnection / Reconnection of Supply	X	6. Installation of Equipment & apparatus of Consumer
		7. Interruptions	X	8. Metering
		9. New Connection	X	10. Quality of Supply & GSOP
		11. Security Deposit / Interest	X	12. Shifting of Service Connection & equipments
		13. Transfer of Consumer Ownership	X	14. Voltage Fluctuations
		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 Usha Charan Naik

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

**GRF Case No- BRL/101/2024**

(1) Sri Usha Charan Naik  
At/Po- Handatupa, Bhimsor,  
Dist- Jharsuguda.  
Consumer No.- 4131-2704-1088

**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 Usha Charan Naik bearing Consumer No **4131-2704-1088** 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 2kw with date of initial power supply 25.08.2008 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute with prayer to revise the bill. The meter sl. no. "TWSP51005478" was installed on 01.09.2023 and "LW273912" was installed on 19.11.2020 with IMR as "zero" & MF "1" in both cases. The complainant has been served actual bill in Feb'2019 with kwh reading of "2971" as per recorded consumption in meter sl. no. "8051625". On scrutiny, it is seen that PL bills were served for the period from Mar-Apr'2019 to Oct'2020 & Apr'2023 to Jul'2023. So, required revision to settle the billing dispute.

Hence it is the opinion of the Forum that the opposite party is liable to revise the bill for the period from Mar'2019 to Oct'2020 in reference to consumption recorded in the meter sl no "LW273912" taking IMR as "23" kwh in Jan'2021 and FMR as "130" kwh in Jun'2021 as well as for the period from Apr'2023 to Jul'2023 in reference to consumption recorded in the meter sl no "TWSP51005478" taking IMR as "7" kwh in Sep'2023 and FMR as "as the recorded consumption in Feb'2024" and the daily/monthly actual consumption thereof.

**ORDER**

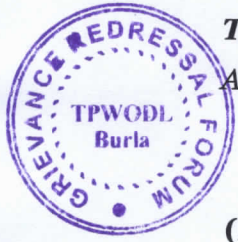
*Considering the documents and statements submitted by both the parties at the time of hearing, the Forum hereby passes orders that:*

- 1. The Opposite Party is directed to revise the bill of the consumer for the period from Mar'2019 to Oct'2020 in reference to consumption recorded in the meter sl no "LW273912" taking IMR as "23" kwh in Jan'2021 and FMR as "130" kwh in Jun'2021 as well as for the period from Apr'2023 to Jul'2023 in reference to consumption recorded in the meter sl no "TWSP51005478" taking IMR as "7" kwh in Sep'2023 and FMR as "as the recorded consumption in Feb'2024" and the daily/monthly actual consumption thereof.*



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 Two months 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 Usha Charan Naik, At/Po- Handatupa, Bhimsor, 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: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".