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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.Satpathy, President B.Mahapatra (Co-opted Member) and A.P.Sahu, Member (Finance)**

Ref: GRF/Burla/Div/DED/ (Final Order)/ 1462 (4)

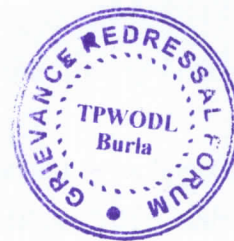
Date: 23/02/2024

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

1	Case No.	BRL/131/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sri Jhasketan Pradhan At/Po- Tainsar, Dist- Deogarh.	4141-1511-0384	9777360017	
3	Respondent/s	SDO(Electrical),Deogarh , TPWODL	Division D.E.D, TPWODL, Deogarh		
4	Date of Application	20.01.2024			
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	20.01.2024			
9	Date of Order	23/02/2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			



**Place of Camp:** ESO Office, Tileibani, TPWODL, Deogarh.



**Appeared**

**For the Complainant-** Sri Jhasketan Pradhan

Represented by Sri Bikash Pradhan

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

**GRF Case No- BRL/131/2024**

(1) Sri Jhasketan Pradhan

At/Po- Tainsar,

Dist- Deogarh.

Consumer No.- 4141-1511-0384

**COMPLAINANT**

**VRS**

(1) SDO(Elect.) Deogarh, TPWODL, Deogarh

**OPPOSITE PARTY**

**GIST OF THE CASE**

The Complainant has filed the petition in the name of Sri Jhasketan Pradhan bearing Consumer No **4141-1511-0384** represented by Sri Bikash Pradhan under DED, TPWODL, Deogarh 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 ledger copy for the period from Feb'2001 to Nov'2023, PVR as well as through e-mail on 26.02.2024 in this case.

**OBSERVATION**

The case is pursued with all documents available in records (FG data base and Samadhan App) and merit of the case. On examining the case in details, the Forum observed that the complainant is a LT-domestic consumer having CD 1.64kw with initial date of p/s 01.01.1990 as seen from the FG data base. PL bills were served from Sep-Oct'2001 to May-Jun'2002 and Jul-Aug'2006 to Dec-Jan'2008 where seen that the meter sl. no."WESCO284229" was in billing in Jan-Feb'2001 and continued upto Feb-Mar'2011 with kwh reading of "9612" where found kwh reading was in Mar'2008 "7303" with billing unit "114". During scrutiny, it is observed that the PL bills were so raised from Sep-Oct'2001 to May-Jun'2002 but not withdrawn the total billing on issue of actual bill in Jul-Aug'2002 is required withdrawal/revision. Further, seen that PL/Avg. bills were served for the period from Jul-Aug'2006 to Jan'2008 but not adjusted all the PL bills needs withdrawal/revision. Besides these, average bills were served from Feb-Mar'2012 to Jul-Aug'2016 where it is seen that the meter sl. no."WUS13441" was in billing since Sep'2016 and actual billings were going on with actual advance reading with that meter and continuing till date. So, for settlement of the dispute bill revision is required.

Hence, the Forum is in the opinion that the Opposite party is liable to revise the bill for the period from Sep-Oct'2001 to Jul-Aug'2002 taking the IMR as "937" kwh in Sep-Oct'2001 and FMR as "1019" kwh in Jul-Aug'2002 & for the period from Jul-Aug'2006 to Dec-Jan'2008 taking the IMR as "7189" kwh in Jul-Aug'2006 and FMR as "7303" kwh in Feb-Mar'2008 basing on the consumption recorded in meter sl. no. "WESCO284229" as well as for the period from Sep'2014 to Aug'2016 taking IMR as "356" kwh in Dec'2016 and FMR as "955" kwh in May'2017 in reference to consumption recorded in meter sl. no."WUS13441" and the daily/monthly actual average consumption thereof.

  
**President**

**Grievance Redressal Forum**

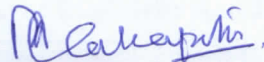


## ORDER

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

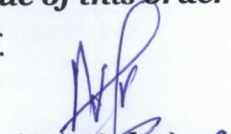
1. The Opposite Party is directed to revise the bill of the consumer for the period from Sep-Oct'2001 to Jul-Aug'2002 taking the IMR as "937" kwh in Sep-Oct'2001 and FMR as "1019" kwh in Jul-Aug'2002 & for the period from Jul-Aug'2006 to Dec-Jan'2008 taking the IMR as "7189" kwh in Jul-Aug'2006 and FMR as "7303" kwh in Feb-Mar'2008 basing on the consumption recorded in meter sl. no. "WESCO284229" as well as for the period from Sep'2014 to Aug'2016 taking IMR as "356" kwh in Dec'2016 and FMR as "955" kwh in May'2017 in reference to consumption recorded in meter sl. no. "WUS13441" and the daily/monthly actual average 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 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

Grievance Redressal Forum  
TPWODL, Burla - 768017

  
(A.P. Sahu)  
Member (Finance)

Member  
Grievance Redressal Forum  
TPWODL, Burla - 768017

  
(A.K. Satpathy)

President  
Grievance Redressal Forum  
TPWODL, Burla - 768017

- Copy to:** - (1) Sri Jhasketan Pradhan, At/Po- Tainsar, Dist- Deogarh.  
(2) Sub-Divisional Officer (Elect.), Deogarh, TPWODL, Deogarh 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: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".