

**Grievance Redressal Forum  
TPWODL, BURLA**

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,  
Burla, Bargarh, 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/JED/ (Final Order)/ 13910(4)

Date: 30/01/2024

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

1	Case No.	BRL/15/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sri Ashutosh Majumdar C/O-Sri Satyanarayan Rao OSAP Milan Market Dist-Jharsuguda	4132-2301-0052	9437345256	
3	Respondent/s	S.D.O (E)-I,Jharsuguda	Division J.E.D, TPWODL, Jharsuguda		
4	Date of Application	12.01.2024			
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	12.01.2024			
9	Date of Order	30/01/2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: SDO-I Office, Jharsuguda, TPWODL



**Appeared**

**For the Complainant-** Sri Ashutosh Majumdar  
Representated by Sri Satyanarayan Rao

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

**GRF Case No- BRL/15/2024**

Sri Ashutosh Majumdar  
C/O-Sri Satyanarayan Rao  
OSAP Milan Market  
Dist-Jharsuguda  
Consumer No.- 4132-2301-0052

**COMPLAINANT**

**VRS**

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

**OPPOSITE PARTY**

**GIST OF THE CASE**

Sri Satya Narayan Rao appeared on behalf of the consumer Sri Ashutosh Majumdar at GRF camp held in the office of SDO 1, Jharsuguda on dated 12<sup>th</sup> of January 2024 and submitted a written complaint wherein he has stated that average bill has been generated during disconnection from December 2016 up to January 2022. Reconnection has been done on 13<sup>th</sup> of January 2022. The complainant has also submitted an application written to ESO, Kacheri Road on 9<sup>th</sup> of March 2023, also the consumer has submitted a copy of an earlier application addressed to the Executive Engineer WESCO utility on the same subject on dated 16<sup>th</sup> of December 2016 which has also been received by the Executive Engineer's office. The consumer has further submitted a copy of a news article in a newspaper stating about eviction of unauthorized holding wherein his premises is also mentioned

**SUBMISSION OF OPPOSITE PARTY**


The opposite party has submitted the information sheet of the consumer and a PVR made on dated 9<sup>th</sup> of March 2022 wherein it is mentioned that- "As per field verification and line-man reported this consumer power supply disconnected on dated 16/12/2016 to 12/01/2022. Again the power supply reconnected on date 13/01/2022 so that withdraw the said amount disconnected period. The meter number in the PVR has been mentioned as TW 02018604 and CD as 01 KW. The consumer has also submitted a RC receipt Number- 2809094 dated 13<sup>th</sup> January 2022 as per his claim that reconnection has been made in this Date.

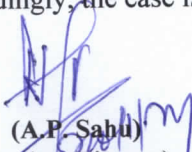
**OBSERVATION**


From the statements of the complainant and the documents submitted by the opposite party this forum observed that the date of power supply of the consumer is 01.01.1990 with CD of 01 kilowatt and tariff as LT domestic. There has been a change of meter. The new meter installed serial number is TW 02018604 installed on 5<sup>th</sup> of September 2022 and the old meter removed serial number is WES 18616 with FMR as 668 on dated 5<sup>th</sup> of September 2022. The consumer has been billed on 'L' code 'N' code and 'ND' Code from April 2018 up to September 2022. Thereafter from October 2022 up to December 2023 actual bill has been served as per meter reading.

1. As it can be confirmed that power supply has been disconnected from the premises on 16/12/2016 the bill amount of EC and ED but not FC should be withdrawn from 16/12/2016 up to 13/01/2022 on which date the power supply was reconnected.
2. As there has been average bill even after the installation of the new meter, hence bill should be revised by taking IMR as zero on 5<sup>th</sup> of September 2022 and FMR as 1121 on 5<sup>th</sup> of November 2022 by spreading the total units consumed over this period.
3. As Power supply was reconnected on 13<sup>th</sup> of January 2022 but without any correct meter so average bill has been generated. These bills from 13<sup>th</sup> January 2022 up to 4<sup>th</sup> of September 2022 should be revised by taking the average of six consecutive readings after the meter was installed as per Clause 155 of OERC Dist. Code-2019 by taking IMR as '0' on 5<sup>th</sup> of September 2022 and FMR as 2748 on 7<sup>th</sup> of March 2023.
4. The Opposite party is directed not to consider the bill revision for the period already revised earlier/for the period of penalty/in both cases if any as applicable as not submitted any information for the same.
5. 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.
6. 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.
7. 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.
8. 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.
9. **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)  
Grievance Redressal Forum  
TPWODL, Burla - 768017

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

1. Sri Ashutosh Majumdar, C/O- Sri Satyanarayan Rao, OSAP Milan Market, Dist-Jharsuguda
2. Sub-Divisional Officer (Elect.)-I, Jharsuguda, TPWODL, 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". )