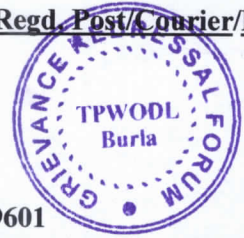


**Grievance Redressal Forum  
TPWODL, BURLA**

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)/ 1395 (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/20/2024  |                |  |   |
| 2                       | Complainant/s                                | Name & Address   | Consumer No    | Contact No.  |   |
|                         |  | Sri Prashanta Ku Patel<br>At-Tihadipali, Chandnimal<br>Kuchinda<br>Sambalpur | 4130-0103-3960 | 7749852364   |   |
| 3                       | Respondent/s                                 | E.E JED, Jharsuguda, TPWODL<br>&<br>S.D.O (E),Kuchinda                       |                | Division<br>J.E.D, TPWODL,<br>Jharsuguda             |   |
| 4                       | Date of Application                          | 18.07.2023   |                |  |   |
| 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                           | 18.07.2023   |                |  |   |
| 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 Office Kuchinda, TPWODL



Appeared

**For the Complainant-** Sri Prashanta Ku Patel

**For the Respondent -** E.E JED, Jharsuguda, TPWODL  
&  
S.D.O (E),Kuchinda

**GRF Case No- BRL/20/2024**

Sri Prashanta Ku Patel  
At-Tihadipali, Chandnimal  
Kuchinda  
Sambalpur  
Consumer No.- 4130-0103-3960

**COMPLAINANT**

**VRS**

(1) E.E JED, Jharsuguda, TPWODL  
&  
S.D.O (E),Kuchinda

**OPPOSITE PARTY**

**GIST OF THE CASE**

Sri Prashanta Ku Patel appeared on Dt. 18.07.2023 at the camp held on SDO Office Kuchinda and submitted a written complaint wherein he has stated about billing dispute & request to revise/rectify the same.

**SUBMISSION OF OPPOSITE PARTY**

The opposite party has submitted billing abstract from April 2018 to Sept 2023 also a PVR carried on 18.07.2023 wherein it is found that Meter SI No is TPU35797 with remark given by concern authority that disputed bill may be rectify and also a hand written application from the consumer describing about his issues.

**OBSERVATION**

The case is persued 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 Irrigation Pumping & Agriculture consumer having CD 2.25kw with date of initial power supply 20.05.2015 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute with prayer to revise the bill & also expressed the displeasure. The meter SI No TPU35797 was installed on 01.04.2022 with IMR as 0 & MF 1 where it is seen that the KWh reading on 28.11.2022 was 4486 but billing raised in in billing month Oct-2022 for billing units of 7451 due to which arrear has been raised to Rs50309.13 from Rs.37769.10 which seems as improper & needs correction accordingly. Thereafter billing are going on accordingly with adjustment of bills as per applicability During course of hearing the complainant advised to avail OTSS-2022 & also agreed thereon but failed to do.

Hence it is the opinion of the Forum that the opposite party is liable to revise the bill from 01.04.2022 to 28.11.2022 considering the considering the consumption recorded in meter SI No TPU35797 taking IMR as '0' on 01.04.2022 & FMR as 4486 on 28.11.2022 & the daily/monthly actual average consumption thereof.

**ORDER**



After careful consideration of hearing and data submitted by both parties the Forum is pleased to pass the Order as follows.

1. The Opposite Party is directed to revise the bill from 01.04.2022 to 28.11.2022 considering the consumption recorded in meter SI No TPU35797 taking IMR as '0' on 01.04.2022 & FMR as 4486 on 28.11.2022 & 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/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)

(A.P. Sahu)

Member (Finance)

A.K. Satapathy

(President)

Copy to: Grievance Redressal Forum  
TPWODL, Burla - 768017

Grievance Redressal Forum  
TPWODL, Burla - 768017

Grievance Redressal Forum  
TPWODL, Burla - 768017

1. Sri Prashanta Ku Patel, At-Tiharpali, Chaudhimal, Kuchinda, Dist- Sambalpur
2. Sub-Divisional Officer (Elect.), Kuchinda, TPWODL, Sambalpur 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". )