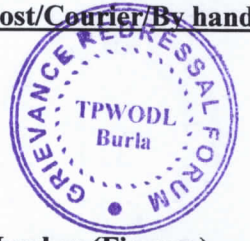


## Grievance Redressal Forum

TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,  
Burla, Bargarh, Pin- 768017Email: [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/SEED/ (Final Order)/ 1445 (1)

Date: 23/02/2024

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

1	Case No.	BRL/64/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Smt Padmini Gadnayak C/O-Sri Sebak Gadnayak Near Mahadev Temple, Sakhipada Dist-Sambalpur		4161-3303-0611	8847875355
3	Respondent/s	S.D.O (E),Bhutapada			Division S.E.E.D, TPWODL, Sambalpur
4	Date of Application	16.10.2023			
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	16.10.2023			
9	Date of Order	23/02/2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

Appeared

**Complainant-** Smt Padmini Gadnayak  
Represented by Sri Sebak Gadnayak (Husband)

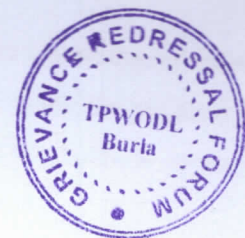
**Respondent -** SDO (Electrical), Bhutapada, TPWODL.

**GRF Case No- BRL/64/2024**

Smt Padmini Gadnayak  
C/O-Sri Sebak Gadnayak  
Near Mahadev Temple, Sakhipada  
Dist-Sambalpur  
Consumer No.- 4161-3303-0611

**VRS**

SDO (Electrical), Bhutapada, TPWODL.



**COMPLAINANT**

**OPPOSITE PARTY**

**GIST OF THE CASE**

Sri Sebak Gadnayak on behalf of Consumer Smt Padmini Gadnayak bearing Consumer No 4161-3303-0611 is a domestic consumer appeared on Dt. 16.10.2023 at the camp held on SDO Office, Bhutapada and submitted a written complaint wherein he has stated that "he has been given power supply in Feb-2013 and after some months meter & wire taken by authority of electric department and after that he has been received electric bills till date which is totally fault and shown high arrear ". Hence, he prays to rectify/revise the bill.

**SUBMISSION OF OPPOSITE PARTY**

The Opposite Party has submitted billing abstract from April-2007 to July-2022 and also a PVR carried on 03.02.224 wherein it is observed that meter SI No is WLT025364 with remarks give by concern authority that "at the time of verification it is found that the above-mentioned meter was not present at the consumer premises as well as there is no power supply against the mentioned consumer number" and a written statement 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 LT-DOM consumer having CD 3KW with date of initial power supply 01.02.2013 through meter SI No 8120930 with IMR '0' with actual billing in Aug-2013 for KWh reading of 1080 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute with prayer to revise the bill. PL bills were served from Sept-2013 to May-2014 In the meantime, The meter SI No 01734527 was in billing in June 2014 with IMR '0' & continued with AC/PL bill with KWh reading 16365 & billing units 15049 in Sept-2017 with adjustment of PL bill. Further, it is seen that PL bills were raised from Oct-2017 to Oct-2018 & actual bill was raised in Nov-2018 with KWh reading of 1111 in reference consumption recorded in meter SI No WLT025364 with IMR '0' pending withdrawal of PL bills from Oct-2017 to Nov-2017 due to change of the meter at that time i.e. in Oct-2017. Hence, 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 periods from 01.02.2013 to Sept-2017 by spread over the reading of 16365 with IMR '0' in reference to consumption recorded meter SI No 01734527 & for the period from Oct-2017 to Nov-2018 taking reading as 1111 with IMR as '0' with reference to consumption recorded meter SI No WLT025364 with the daily/monthly actual consumption thereof considering the adjustment of previous bill revisions as per law if any as well as correct the bill on putting the meter reading if the meter found OK with advance reading thereon so that PL bill so served to be automatically adjusted up to date or otherwise revise the bill from Aug-2020 to July-2022 with reference to

regulation 155 after installing a new meter & taking the Actual Average consumption after observing six-month consumption pattern. However, reconnect the power supply after revision up to Nov-2018 taking the payment up to that month & further revise the later periods bills and served correct bill & asked for balance payment accordingly and if approach by complainant may be allowed suitable instalment.

**ORDER**

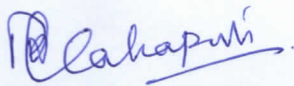
*After careful consideration of hearing and data submitted by both parties the Forum is pleased to pass the Order as follows.*

1. The Opposite Party is directed to revise the bill for the periods from 01.02.2013 to Sept-2017 by spread over the reading of 16365 with IMR '0' in reference to consumption recorded meter SI No 01734527 & for the period from Oct-2017 to Nov-2018 taking reading as 1111 with IMR as '0' with reference to consumption recorded meter SI No WLT025364 with the daily/monthly actual consumption thereof considering the adjustment of previous bill revisions as per law if any as well as correct the bill on putting the meter reading if the meter found OK with advance reading thereon so that PL bill so served to be automatically adjusted up to date or otherwise revise the bill from Aug-2020 to July-2022 with reference to regulation 155 after installing a new meter & taking the Actual Average consumption after observing six month consumption pattern. However, reconnect the power supply after revision up to Nov-2018 taking the payment up to that month & further revise the later periods bills and served correct bill & asked for balance payment accordingly and if approach by complainant may be allowed suitable instalment.
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.

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 seven 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)  
Grievance Redressal Forum  
TPWODL, Burla - 768017



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

**Copy to: -**

1. Smt Padmini Gadnayak, C/O-Sri Sebak Gadnayak , Near Mahadev Temple, Sakhipada, Dist-Sambalpur
2. Sub-Divisional Officer (Elect.), Bhutapada, TPWODL, Sambalpur with the direction to serve one copy of the order to the Complainant/Consumer
3. Executive Engineer (Elect.), SEED, TPWODL, Sambalpur
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”. )