

**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/BNED/ (Final Order)/ 1459 (4)

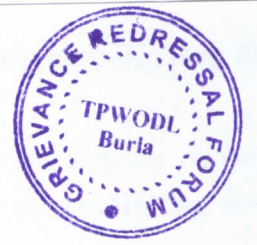
Date: 23/02/2024

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

	Case No.	BRL/125/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sri Rajendra Khamari At/Po- Piplikani, Belpahar, Dist- Jharsuguda.	4172-2507-0468		
3	Respondent/s	S.D.O(Electrical), Belpahar , TPWODL	Division B.N.E.D, TPWODL, Brajrajnagar		
4	Date of Application	10.01.2024			
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	10.01.2024			
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, Bandhabahal, TPWODL, Brajrajnagar.



**Appeared**

**For the Complainant-** Sri Rajendra Khamari

**For the Respondent -** S.D.O(Elect.), Belpahar, TPWODL, Brajrajnagar.

**GRF Case No- BRL/125/2024**

(1) Sri Rajendra Khamari  
At/Po- Piplikani, Belpahar,  
Dist- Jharsuguda.  
Consumer No.- 4172-2507-0468

**COMPLAINANT**

**VRS**

(1) S.D.O(Elect.), Belpahar, TPWODL, Brajrajnagar.

**OPPOSITE PARTY**

**GIST OF THE CASE**

The Complainant filed the petition in the name Sri Rajendra Khamari bearing Consumer No **4172-2507-0468** under BNED, TPWODL, Brajrajnagar stated about billing dispute.

Hence, the Complainant prayed before the Forum to consider the case for revision/rectification.

**SUBMISSION OF OPPOSITE PARTY**

The Opposite Party has not submitted any relevant documents except PVR dtd. 03.02.2024 in this case.

**OBSERVATION**

The case is pursued with all documents available in record 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 initial date of power supply 01.05.2012 through meter sl. no." 745543" and meter sl. no."TWSP51095976" was installed on 09.12.2023 with IMR & MF as "1" for each with old meter kwh reading as "6350" on Sep'2023 as seen from the FG data base/Samadhan App. The complainant has been raised objection on billing dispute and pray for its revision. In PVR dtd. 03.01.2024 it is mentioned that the p/s was in DC on Jun'2020 with CMR as "6338" kwh in Feb'2018 and RC was considered in Nov'2023 with IMR as "6338" kwh. In ledger, LD is showing from Jun'2020 to Jun'2023 with RC during Aug'2023 having kwh reading of "6348". So, bill revision is required to resolve the grievance of the complainant.

Hence, the Forum is in the opinion that the Opposite party is liable to revise the bills for the period from Mar'2018 to Sep'2023 (14.03.2018 to 22.10.2023) excluding the LD periods from Jun'2020 to Jun'2023 basing on the consumption recorded in meter sl. no. "745543" taking IMR.as "6348" kwh & FMR as "6350" kwh with the daily/monthly actual average consumption thereof but after testing of the meter and if found any deviation in meter testing and its efficiency to be revised with reference to Reg.155 of OERC Distribution (Conditions of Supply) Code,2019 and also levy FC for LD periods.

**ORDER**

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

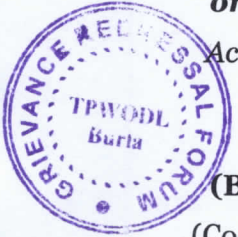
- 1. The Opposite Party is directed to revise the bill of the consumer for the period from Mar'2018 to Sep'2023 (14.03.2018 to 22.10.2023) excluding the LD periods from Jun'2020 to Jun'2023 basing on the consumption recorded in meter sl. no. "745543" taking IMR as "6348" kwh & FMR as "6350" kwh with the daily/monthly actual average consumption thereof but after testing of the meter and if found any deviation in meter testing and its efficiency to be revised with*

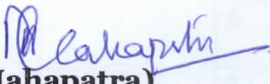



reference to Reg.155 of OERC Distribution (Conditions of Supply) Code,2019 and also levy FC for LD periods.


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)  
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  
President  
Grievance Redressal Forum  
TPWODL, Burla - 768017

- Copy to: -**
- (1) Sri Rajendra Khamari, At/Po- Piplikani, Belpahar, Dist- Jharsuguda.
  - (2) Sub-Divisional Officer (Elect.), Belpahar, TPWODL, Brajrajnagar with the direction to serve one copy of the order to the Complainant/Consumer.
  - (3) Executive Engineer (Elect.), BNED, TPWODL, Brajrajnagar.
  - (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.orerc.org](http://www.orerc.org) under the "head "Cases-> "GRF".