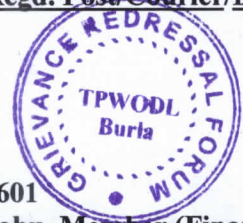


## Grievance Redressal Forum

TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,  
Burla, Sambalpur, Pin- 768017Email: [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)/ 1501(4)

Date: 27/02/24

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

	Case No.	BRL/127/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sri Goranga Chand At/Po- Piplikani, Belpahar, Dist- Jharsuguda.	4172-2507-1558	9348099185	
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	27/02/24			
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 Gouranga Chanda

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

**GRF Case No- BRL/127/2024**

(1) Sri Gouranga Chanda  
At/Po- Piplikani, Belpahar,  
Dist- Jharsuguda.  
Consumer No.- 4172-2507-1558

**VRS**

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



**OPPOSITE PARTY**

**GIST OF THE CASE**

The Complainant filed the petition in the name Sri Gouranga Chanda bearing Consumer No **4172-2507-1558** 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 submitted ledger copy for the period from Jun'2019 to Nov'2023 & PVR dtd. 09.01.2024 but not submitted w/s 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 1kw with initial date of power supply 30.10.2018 through meter sl. no." WESCO90187295" was installed on 29.10.2018 with IMR & MF as "1" for each as seen from the FG data base/Samadhan App. The complainant has been raised objection on billing dispute and pray for its revision. In the meantime, the meter sl. no. "TPWODL1069974" was installed on 14.07.2023 IMR as "zero" & MF as "1" with old meter kwh reading as "2401". The complainant has been served actual bill in Aug-Sep'2022(10.10.2022) with kwh reading of "2401" with billing unit "1338" in reference to consumption recorded in meter sl. no." WESCO90187295". PL/Avg. bills were also served from 11.10.2022 to 13.07.2023. 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 30.10.2018 to 10.10.2022 basing on the consumption recorded in meter sl. no. "WESCO90187295" taking IMR as "1" kwh by spread the readings "2401" over the periods and for the period from 11.10.2022 to 13.07.2023 basing on the consumption recorded in meter sl. no. "TPWODL1069974" taking IMR as "zero" kwh on 14.07.2023 and FMR as "712" kwh on 11.02.2024 with the daily/monthly actual average consumption thereof.

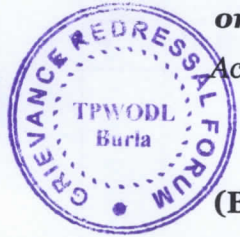
**ORDER**


*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 30.10.2018 to 10.10.2022 basing on the consumption recorded in meter sl. no. "WESCO90187295" taking IMR as "1" kwh by spread the readings "2401" over the periods and for the period from 11.10.2022 to 13.07.2023 basing on the consumption recorded in meter sl. no. "TPWODL1069974" taking IMR as "zero" kwh on 14.07.2023 and FMR as "712" kwh on 11.02.2024 with 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)

*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 Gourang Chand, 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.orierc.org](http://www.orierc.org) under the "head "Cases-> "GRF".