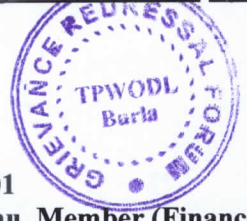


**Grievance Redressal Forum  
TPWODL, BURLA**

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)**

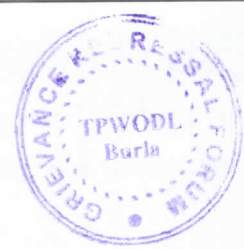


Ref: GRF/Burla/Div/BNED/ (Final Order)/ 1525 ch)

Date: 29/02/2024

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

	Case No.	BRL/145/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Trinath Sa At/Po- Badimal,Kanaktora Dist- Jharsuguda-768226.		4172-2303-0494	9178690742
3	Respondent/s	S.D.O(Electrical), Belpahar , TPWODL			Division B.N.E.D, TPWODL, Brajrajnagar
4	Date of Application	17.02.2024			
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	17.02.2024			
9	Date of Order	29/02/2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			



**Place of Camp:** ESO Office, Panchagaon, TPWODL, Brajrajnagar.

**Appeared**

**For the Complainant-** Sri Trinath Sa  
Represented by Sri Janardan Sa

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

**GRF Case No- BRL/145/2024**

(1) Sri Trinath Sa  
At/Po- Badimal, Kanaktora,  
Dist- Jharsuguda-768226.  
Consumer No.- 4172-2303-0494

**VRS**

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

**COMPLAINANT**

**OPPOSITE PARTY**

**GIST OF THE CASE**

The Complainant filed the petition in the name of Sri Trinath Sa bearing Consumer No **4172-2303-0494** represented by Sri Janardan Sa 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 ledger copy for the period from Apr'2018 to Jan'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 LT-GP consumer having CD 1.50kw with initial date of power supply 07.02.2009 and meter sl. no."LW126990" & "TPWODL1059040" was installed on 02.12.2020 & 23.10.2022 with IMR "zero" & 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. PL/Avg. bills were served to the complainant for the period from Sep-Oct'2018 to Sep-Oct'2022 and again PL bills were served for the period from 23.10.2022 to 06.11.2023. The opposite party has done the bill revision for the period from Oct'2022 to Sep'2023(23.10.2022 – 03.11.2023) for delay meter updating and credited an amount of Rs 1064.49/- on 03.11.2023 as seen from the ledger. However, 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 21.10.2020 - 22.10.2022 basing on the consumption recorded in meter sl. no. "TPWODL1059040" taking IMR as "zero" kwh on 23.10.2022 & FMR as "290" kwh on 03.11.2023 and the daily/monthly actual average consumption thereof with reference to Reg.155 so that the grievance of the complainant to be resolved.

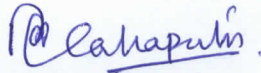
**ORDER**

*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 21.10.2020 - 22.10.2022 basing on the consumption recorded in meter sl. no. "TPWODL1059040" taking IMR as "zero" kwh on 23.10.2022 & FMR as "290" kwh on 03.11.2023 and 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 Trinath Sa, At/Po- Badimal, Kanaktora, 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".