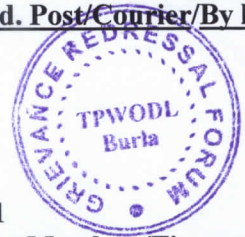


**Grievance Redressal Forum  
TPWODL, BURLA**

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)/ 1527(4)

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/159/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sri Birendra Sahu At/Po- Pandri Dist- Jharsuguda-768234.	4172-2505-0079	9937204068	
3	Respondent/s	S.D.O(Electrical), Belpahar, TPWODL		Division B.N.E.D, TPWODL, Brajrajnagar	
4	Date of Application	26.02.2024			
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	26.02.2024			
9	Date of Order	29/02/24			
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 Birendra Sahu

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

**GRF Case No- BRL/159/2024**

(1) Sri Birendra Sahu  
At/Po- Pandri,  
Dist- Jharsuguda-768234.  
Consumer No.- 4172-2505-0079

**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 Birendra Sahu bearing Consumer No **4172-2505-0079** 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**

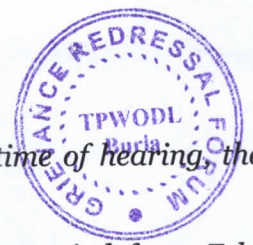
The Opposite Party has submitted ledger copy for the period from May'2004 to Aug'2021 in this case.

**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-domestic consumer having CD 2kw with initial date of p/s 20.12.2003 through meter sl. no."252169" with billing status as bill stopped as seen from the FG data base/Samadhan App. The complainant has been raised objection on billing dispute and pray for its revision. PL/Actual bills were served upto Dec-Jan'2018 with adjustment of PL bills. Further, seen that PL bills were served during Feb-Mar'2018 to Aug-Sep'2018 as well as LD is going on since Oct-Nov'2018 to Aug'2021(10.09.2021) without levying fixed cost. Bills are ok upto Dec-Jan'2018 with outstanding of Rs 1,18,125.38/- and bill revision is required for PL periods not yet considered by opposite party. During the course of hearing, the complainant has expressed about the financial position and agreed to pay Rs 25,000/- and after payment, the p/s to be reconnected through installing a new ok meter taking DC/RC fees as applicable and balance amount to be payable by the complainant through suitable instalments fixed by opposite party along with current bill regularly and for that the opposite party has also extended the support and agreed on the same. So, bill revision is required to settle the grievance of the complainant.

Hence, the Forum is in the opinion that the Opposite party is liable to revise the bill for the period from Feb-Mar'2018 to Aug-Sep'2018 considering consecutive 06months consumption in new meter with its daily/monthly actual average consumption thereof as well as levy fixed cost for the LD periods from Oct-Nov'2018 to Aug'2021(10.09.2021).

## 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 Feb-Mar'2018 to Aug-Sep'2018 considering consecutive 06 months consumption in new meter with its daily/monthly actual average consumption thereof as well as levy fixed cost for the LD periods from Oct-Nov'2018 to Aug'2021(10.09.2021).
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 Birendra Sahu, At/Po- Pandri, Dist- Jharsuguda-768234.
  - (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".