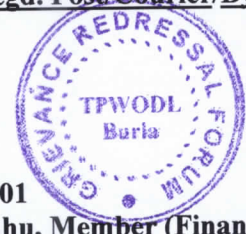


**Grievance Redressal Forum  
TPWODL, BURLA**

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)/

1529 (4)

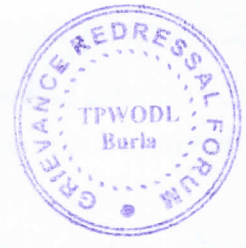
Date:

29/02/2024

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

	<b>Case No.</b>	<b>BRL/161/2024</b>			
2	<b>Complainant/s</b>	<b>Name &amp; Address</b>		<b>Consumer No</b>	<b>Contact No.</b>
		Srinibash Bhoi At/Po- Remenda Nuapada,Remenda, Dist- Jharsuguda.		4172-2505-1436	8018986225
3	<b>Respondent/s</b>	S.D.O(Electrical), Belpahar , TPWODL			<b>Division</b> B.N.E.D, TPWODL, Brajrajnagar
4	<b>Date of Application</b>	26.02.2024			
5	<b>In the matter of-</b>	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	<b>Section(s) of Electricity Act, 2003 involved</b>				
7	<b>OERC Regulation(s) with Clauses</b>	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	<b>Date(s) of Hearing</b>	26.02.2024			
9	<b>Date of Order</b>	29/02/2024			
10	<b>Order in favour of</b>	Complainant	√	Respondent	Others
11	<b>Details of Compensation awarded, if any.</b>	NIL			

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



**Appeared**

**For the Complainant-** Srinibash Bhoi

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

**GRF Case No- BRL/161/2024**

(1) Srinibash Bhoi  
At/Po- Remenda Nuapada, Remenda,  
Dist- Jharsuguda.  
Consumer No.- 4172-2505-1436

**COMPLAINANT**

**VRS**

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

**OPPOSITE PARTY**

**GIST OF THE CASE**

The Complainant filed the petition in the name of Srinibash Bhoi bearing Consumer No **4172-2505-1436** 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 Sep'2020 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-domestic consumer having CD 0.50 kw with initial date of p/s 31.12.2018 through meter sl. no."524305" and meter sl. no. "TPWODL1105970" was installed against the earlier meter with IMR as "zero" & MF "1" in both cases with old kwh reading as "3839" as seen from the FG data base/Samadhan App. The complainant has been raised objection on billing dispute and pray for its revision. PL bills were served from date of p/s to Apr'2021 and in May'2021 the kwh reading was "1010" with IMR as "zero" and the meter sl. no." 524305" where it is found that the kwh reading was "3839" in Jan'2023(08.02.2023) in reference to consumption recorded in that old meter. The units of billings were not done as per guidelines and seems to be incorrect where found that kwh reading was "3609" in May'2022 with billing unit "2559". 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 13.12.20218 to 08.02.2023 (Jan'2023) by spread over the kwh readings "3839" with IMR as "zero" in between the periods basing on the consumption recorded in meter sl. no."524305" with its daily/monthly actual average consumption thereof.

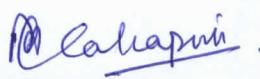
**ORDER**

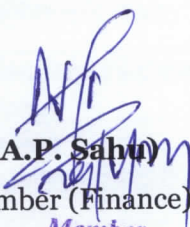
*Considering the documents and statements submitted by both the parties at the time of hearing, the Forum hereby passes orders that:*


- 1. The Opposite Party is directed to revise the bill of the consumer for the period from 13.12.20218 to 08.02.2023 (Jan'2023) by spread over the kwh readings "3839" with IMR as "zero" in between the periods basing on the consumption recorded in meter sl. no."524305" with its 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) Srinibash Bhoi, At/Po- Remenda Nuapada, Remenda, 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".