



**Grievance Redressal Forum  
TPWODL, BURLA**

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,  
Burla, Bargarh, Pin- 768017

Email: [grf.burla@tpwesternodisha.com](mailto:grf.burla@tpwesternodisha.com), Ph No.0663-2999601

**Bench: A.K.Satapathy, President B.Mahapatra (Co-opted Member) and A.P.Sahu, Member (Finance)**

Ref: GRF/Burla/Div/BNED/ (Final Order)/ 1453 (4)

Date: 23/02/2024

**Present:**

Sri A.K. Satapathy, President  
Sri B.Mahapatra (Co-opted Member)  
Sri A.P.Sahu Member(Finance)

|    |  |   |                                     |  |                          |
|----|--|---|-------------------------------------|--|--------------------------|
| 1  | Case No.                                     | BRL/72/2024   |                                     |  |                          |
| 2  | Complainant/s                                | Name & Address  | Consumer No                         | Contact No.  |                          |
|    |  | Sri Pintu Sarkar<br>S/O Late S D Sarkar (Consumer)<br>At-Belpahar<br>Dist-Jharsuguda-768217 | 4172-1202-0288                      | 8917226908   |                          |
| 3  | Respondent/s                                 | S.D.O (E),Belpahar, TPWODL  |                                     | Division<br>B.N.E.D, TPWODL,<br>Brajrajnagar         |                          |
| 4  | Date of Application                          | 24.01.2024  |                                     |  |                          |
| 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                           | 24.01.2024  |                                     |  |                          |
| 9  | Date of Order                                | 23/02/2024  |                                     |  |                          |
| 10 | Order in favour of                           | Complainant   | <input checked="" type="checkbox"/> | Respondent   | <input type="checkbox"/> |
| 11 | Details of Compensation awarded, if any.     | Others  |                                     |  |                          |
|    |  | NIL   |                                     |  |                          |





Place of Camp: SDO Office, Belpahar, TPWODL

**Appeared**

**For the Complainant-** Sri Pintu Sarkar  
Representative of late S D Sarkar (Consumer)

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

**GRF Case No- BRL/72/2024**

Sri Pintu Sarkar  
S/O Late S D Sarkar (Consumer)  
At-Belpahar  
Dist-Jharsuguda  
Con No-4172-1202-0288  
**VRS**

**COMPLAINANT**

S.D.O (E),Belpahar, TPWODL

**OPPOSITE PARTY**

**GIST OF THE CASE**

Sri Pintu Sarkar appeared before this Forum on behalf of the consumer Late S D Sarkar is a domestic consumer bearing No 4172-1202-0288 with CD 3KW and its date of power supply is 01.01. 1990 submitted a written complain wherein he states about billing dispute & request to revise the same.

**SUBMISSION OF OPPOSITE PARTY**

The opposite party has submitted bill abstract of the consumer from Aug-2013 to Dec-2023 & a PVR carried on 24.01.2024 received on 16.02.2024 by courier wherein it is found that meter SI No LW644863 with CMR7211KWh with meter status OK & also submitted a W/S in this case.

**OBSERVATION**

The case is pursued with all documents available in records submitted by the complainant and merit of the case. On examining the case in details, the Forum observed that the complainant is a LT-DOM consumer having CD 3KW with date of initial power supply 01.01.1990 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute with prayer to revise the bill. Meanwhile, the meter SI No LW644863 was installed on 26.04.2023 with IMR '0'. The opposite party has raised actual bill in June-2021 for KWh reading of 5916 in reference to consumption recorded in meter SI No WCV38748. From July-2021 to March-2023 PL bills were served to the complainant & in April-2023 billed for 4265 units with KWh reading of 4229 has happened due to improper meter reading time to time & the suppressed reading has been billed in that month hence developed much bill in that month. Might be the meter has been changed since July-2021 but recorded in data base on 26.04.2023. The opposite party has submitted the meter change on 25.05.2022 without any document evidence in its proof hence not acceptable & benefit of doubt will pass to the hands of the complainant. Hence, required revision to settle the billing dispute.

Hence it is the opinion of the Forum that the opposite party is liable to revise the bill for the periods from 18.07.2021 to 18.05.2023 by spread over the reading of 4229 units with IMR '0' in reference to consumption recorded meter SI No LW644863 with the daily/monthly actual consumption thereof considering the adjustment of previous bill revisions as per law if any.

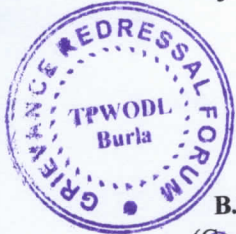
  
**President**  
**Grievance Redressal Forum**  
**TPWODL, Burla - 768017**



**ORDER**

After careful consideration of hearing and data submitted by both parties the Forum is pleased to pass the Order as follows.

1. The Opposite Party is directed to revise the bill for the periods from 18.07.2021 to 18.05.2023 by spread over the reading of 4229 units with IMR '0' in reference to consumption recorded meter SI No LW644863 with the daily/monthly actual consumption thereof considering the adjustment of previous bill revisions as per law if any.
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.**



*B. Mahapatra*

**B. Mahapatra**  
(Co-Opted Member)

**Grievance Redressal Forum**  
**TPWODL, Burla - 768017**

Accordingly, the case is disposed of.

*A.P. Sahu*

**A.P. Sahu**  
Member (Finance)

**Grievance Redressal Forum**  
**TPWODL, Burla - 768017**

*A.K. Satapathy*

**A.K. Satapathy**  
(President)  
**President**

**Grievance Redressal Forum**  
**TPWODL, Burla - 768017**

1. Sri S D Sarkar, S/O Late Pintu Sarkar, At-Belpahar, Dist-Jharsuguda
2. Sub-Divisional Officer (Elect.), Belpahar, TPWODL, Brajarajnagar with the direction to serve one copy of the order to the Complainant/Consumer
3. Executive Engineer (Elect.), BNED, TPWODL, Brajarajnagar
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". )