

## 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)/ 1429CY)

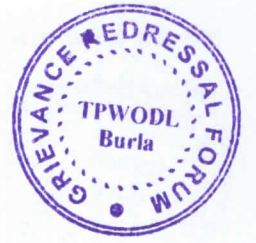
Date: 23/02/2024

**Present:**

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

1	Case No.	BRL/80/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Daulat Barik C/O-Prabhat Sa At-Kusmel, Po-Kanaktora Dist-Jharsuguda		4170-0103-3685	
3	Respondent/s	E.E, BNED, Brajarajnagar, TPWODL & S.D.O (E),Belpahar, TPWODL		Division B.N.E.D, TPWODL, Brajarajnagar	
4	Date of Application	25.01.2024			
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	25.01.2024			
9	Date of Order	23/02/2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: ESO Office Panchgaon, TPWODL



**Appeared**

**For the Complainant-** Daulat Barik  
Represented by Prabhat Sa

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

**GRF Case No- BRL/80/2024**

Daulat Barik  
C/O-Prabhat Sa  
At-Kusmel, Po-Kanaktora  
Dist-Jharsuguda  
Con No-4170-0103-3685

**VRS**

E.E, BNED, Brajarajnagar, TPWODL  
&  
S.D.O (E), Belpahar, TPWODL

**COMPLAINANT**

**OPPOSITE PARTY**

**GIST OF THE CASE**

Prabhat Sa representative of consumer Daulat Barik appeared on Dt. 25.01.2024 at camp held on ESO Office Panchgaon under SDO Brajanaagar and submitted a written complaint wherein he has stated about billing dispute & request to rectify/revise the bill.

**SUBMISSION OF OPPOSITE PARTY**

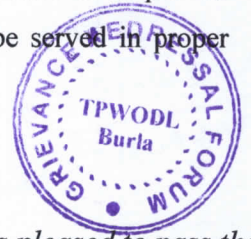
The opposite party has submitted bill abstract of the consumer from July-2021 to Jan-2024 and PVR carried on 31.01.2024 received on 16.02.2024 by courier wherein it is found that meter SI No is LW371273 with CMR 3183KWh with meter status is OK with remarks given by concern authority that "old bill may be revised on the basis of actual meter reading" & also submitted a written statement 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-IPA consumer having CD 3.73KW with date of initial power supply 24.05.2021 through meter SI No LW371273 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute with prayer to revise the bill. The PVR has submitted by field officers on Dt.31.01.2024 is saying that the KWh reading on that date was 3183. From the meter design it is cleared that it is a single phase meter installed in the premises of the consumer instead of 3 phase meter by opposite party might be due to unavoidable cause but to provide power supply to the complainant. It is pertinent to say that the billing should be done with considering MF 3 in billing. As seen from the data base, bill revision has already been done by opposite party from Dec-2021 to Feb-2023 (31.12.2021 to 12.03.2023) & debited Rs. 564417.00 as well as bill revision has also done for the period June-2023 to July-2023 (27.06.2023 to 13.09.2023) & credited Rs.15830.91 to the above complainant. In consideration the reading in PVR the total consumption up to 31.01.2024 was 9549 units (3183x3). So, 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 24.05.2021 to 31.01.2024 considering the consumption units of 9549 recorded in Meter SI No LW371273 & effect to be given in the ledger after adjustment of the previous bill revisions with amount involved thereon.

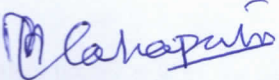
his, set 'O' code for the reading of 3183 with updation of MF as 3 in billing data base or as per the procedure followed in FG system of billing so that the billing in the later parts will be served in proper manner with actual reading & billing thereon.



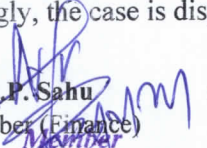
### ORDER

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 24.05.2021 to 31.01.2024 considering the consumption units of 9549 recorded in Meter SI No LW371273 & effect to be given in the ledger after adjustment of the previous bill revisions with amount involved thereon. Beside this, set 'O' code for the reading of 3183 with updation of MF as 3 in billing data base or as per the procedure followed in FG system of billing so that the billing in the later parts will be served in proper manner with actual reading & billing thereon.
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**  
(Co-Opted Member)  
Grievance Redressal Forum  
TPWODL, Burla - 768017

Accordingly, the case is disposed of.

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

Grievance Redressal Forum  
TPWODL, Burla - 768017

  
**A.K. Satapathy**  
(President)  
Grievance Redressal Forum  
TPWODL, Burla - 768017

Copy to: -

1. Daulat Barik, C/O- Prabhat Sa, At-Kusmel, Po-Kanaktora, Dist-Jharsuguda
2. Sub-Divisional Officer (Elect.), Belpahar, TPWODL, Brajaraj Nagar with the direction to serve one copy of the order to the Complainant/Consumer
3. Executive Engineer (Elect.), BNED, TPWODL, Brajaraj Nagar
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". )