

**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)/ 1472 (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/81/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Prakash Padhan At-Baddhama, Po-Kanaktora Dist-Jharsuguda		4170-0103-3683	
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			

*President*

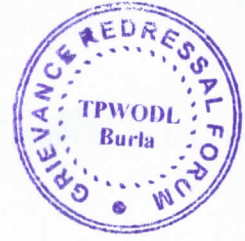
**Grievance Redressal Forum  
TPWODL, Burla - 768017**

Office of Camp: ESO Office Panchgaon, TPWODL

**Appeared**

**For the Complainant-** Sri Prakash Padhan

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



**GRF Case No- BRL/81/2024**

Sri Prakash Padhan  
At-Baddhama, Po-Kanaktora  
Dist-Jharsuguda  
Con No-4170-0103-3683

**COMPLAINANT**

**VRS**

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

**OPPOSITE PARTY**

**GIST OF THE CASE**

Sri Prakash Padhan 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 LW371279 with CMR 8455KWh with meter status is OK with remarks given by concern authority that "old bill may be revised on the basis of actual meter reading".

**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-GP consumer having CD 3.73Kw with date of initial power supply 24.05.2021 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 LW371279 was effected in billing since June 2021 which was installed on from the date of power supply but PL/AC bills served with adjustment of Pl amount with KWh reading of 4015 with MF 3 as single phase meter has been installed in place of 3 phase meter being the 3 phase connection. The PVR Dt. 31.01.2024 of field officers is saying that "the mentioned meter at present in the premises of the complainant with KWh reading of 8455 & the above reading was also on 17.10.2023 and found no consumption from 17.10.2023 to 19.02.2024 as the same reading is continuing hence, doubt on the consumption or the meter reading & its efficiency. So, required revision to settle the billing dispute.

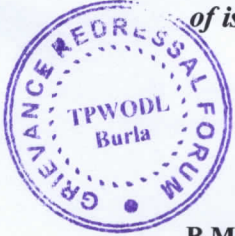
Hence it is the opinion of the Forum that the opposite party is liable to revise the bill for the periods from 24.05.2021 to 17.10.2023 by raising the bill for reading of 25365 (8455 x3) units along with other charges as per regulation & accordingly settle the billing dispute but confirm the efficiency of the meter & its reading considering the adjustment of previous bill revisions as per law if any.



## 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 17.10.2023 by raising the bill for reading of 25365 (8455 x3) units along with other charges as per regulation & accordingly settle the billing dispute but confirm the efficiency of the meter & its reading 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**  
(Co-Opted Member)  
*Co-opted Member*

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Accordingly, the case is disposed of.

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

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

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

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

- Copy to:
1. Sri Prakash Padhan, At-Baddhama, Po-Kanakpora, 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". )