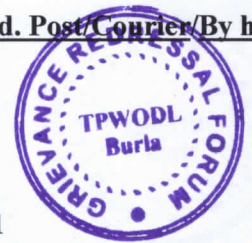


**Grievance Redressal Forum  
TPWODL, BURLA**

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)/ 1866 (4)

Date: 31/07/24

**Present:**

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

1	Case No.	BRL/466/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Premasila Patel C/O-Jagannath Patel At-Chikilapali, Po-Kapilapur Dist-Jharsuguda-768226	4172-2306-1233	7470313543	
3	Respondent/s	S.D.O (E),Belpahar	Division B.N.E.D, TPWODL, Brajrajnagar		
4	Date of Application	15.07.2024			
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	15.07.2024			
9	Date of Order	31/07/24			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

**Place of Camp:** ESO Office Panchgaon

**Appeared**

**For the Complainant-** Premsila Patel  
Represented by Jagannath Patel



**For the Respondent -** SDO(Electrical),Belpahar, TPWODL

**GRF Case No- BRL/465/2024**

Premsila Patel  
C/O- Jagannath Patel  
At-Chikilapali, Po-Kapilapur  
Dist-Jharsuguda  
Con No-4172-2306-1233

**COMPLAINANT**

**VRS**

SDO(Electrical), Belpahar, TPWODL

**OPPOSITE PARTY**

**GIST OF THE CASE**

Premsila Patel has appeared on Dt. 15.07.2024 at the camp held at ESO Office, Panchgaon and submitted a written complaint wherein he has stated about billing dispute- Abnormal bill served on April 2024 for Rs.14029. for two month & requested to revise/rectify the same.

**SUBMISSION OF OPPOSITE PARTY**

The opposite party has submitted PVR carried on 16.07.2024 but no other documents except PVR has been submitted for this case.

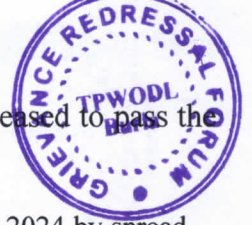
**OBSERVATION**

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 0.15KW with date of initial power supply 08.11.2012 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute as mentioned in GIST with prayer to revise the bill. Meanwhile, the Meter SI No LW446958 was installed 31.05.2021 with IMR 0 & MF 1. It is seen that actual bills were served to the complainant since installation of new meter except few PI bills which have already been adjusted in billing on punching of actual reading. Although, actual billings were served with meter reading but it was not proper & correct due to table reading by meter readers & no verification by opposite party due to many of causes involved at that time. Actual bill for KWh reading of 5377 with billing unit 2411 was raised in April 2024 where it is found that the KWh reading was 5500 on 16.07.2024 as per uploaded meter & its reading for which O-code has been seen & in June 2024 the IMR was 5500 KWh. The opposite party has levied Rs.7545.17 was defective period assessment from June 2019 to April 2021 in the billing of the complainant as well as revise the bill for the period from April 2024 to May 2024 (12.05.202 to 16.07.2024) & credited Rs. 3669.74. But this Forum doesn't agree on the revision & credit thereon. the suppressed reading so billed in April 2024 relating to many periods during 31.05.2021 to 16.07.2024 & exactly can not be ascertain & the opposite party is also unable to explain the same. Hence, revision is required 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 31.05.2021 to 16.07.2024 by spread over the reading of 5500 with IMR '0' in between the periods with reference to consumption recorded in meter SL No LW446958 with the daily/monthly actual consumption thereof considering the adjustment of previous bill revisions as per law.



**ORDER**



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

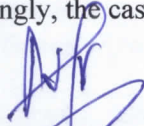
1. The Opposite Party is directed to revise the bill for the periods from 31.05.2021 to 16.07.2024 by spread over the reading of 5500 with IMR '0' in between the periods with reference to consumption recorded in meter SL No LW446958 with the daily/monthly actual consumption thereof considering the adjustment of previous bill revisions as per law.
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. Satapathy**  
(President)  
**President**

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

- Copy to:-
1. Premeela Patel, C/O- Jagannath Patel, At-Chikilapali, Po-Kapilapur, Dist-Jharsuguda
  2. Sub-Divisional Officer (Elect.) Belpahar, TPWODL, 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:Bhoingar, 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.orerc.org](http://www.orerc.org) under the "head "Cases-> "GRF". )