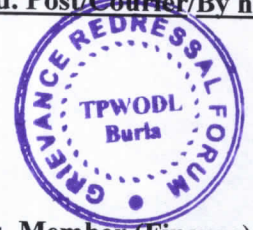


**Grievance Redressal Forum  
TPWODL, BURLA**

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



Ref: GRF/Burla/Div/BNED/ (Final Order)/ 2063 (4)

Date: 30/09/24

**Present:**

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

1	Case No.	BRL/693/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Narendra Ku Sahoo S/O Late Anandi Sahoo (Consumer) At/Po-Belpahar, Azad Chowk Dist-Jharsuguda-768217		4172-1202-0052	9337509946
3	Respondent/s	S.D.O (E),Belpahar		Division B.N.E.D, TPWODL, Brajrajnagar	
4	Date of Application	20.09.2024			
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	20.09.2024			
9	Date of Order	30/09/24			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

President

Grievance Redressal Forum  
TPWODL, Burla - 768017



**Appeared**

**For the Complainant-** Narendra Ku Sahoo  
Representative of Late Anandi Sahoo (Consumer)

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

**GRF Case No- BRL/693/2024**

Narendra Ku Sahoo  
S/O Late Anandi Sahoo  
At/Po-Belpahar, Azad Chowk  
Dist-Jharsuguda  
Con No-4172-1202-0052

**COMPLAINANT**

**VRS**

SDO(Electrical), Belpahar, TPWODL.

**OPPOSITE PARTY**

**GIST OF THE CASE**

Narendra Ku Sahoo on behalf of Late Anandi Sahoo has appeared in the hearing on Dt. 20.09.2024 at the camp held at Division Office, Brajarajnagar and submitted a written complaint wherein he has stated about billing dispute- Regarding revision of electric bill from April 2024 to Aug 2024 and earlier, if any due to faulty meter & requested to revise/rectify the same.

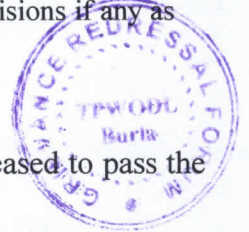
**SUBMISSION OF OPPOSITE PARTY**

The opposite party has submitted two photocopy of meter testing report of MRT, Jharsuguda of Dt. 17.08.2024 & 31.08.2024, billing abstract from April-2018 to Aug-2024, Photocopy of meter installation protocol and photocopy of meters duly certified by opposite party and a PVR carried out on Dt. 24.09.2024 but no written statement has submitted 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 of 3KW with date of initial power supply on Dt.01.01.1990 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 with SI No 105635, WCS18647 & 3000082825 were effected in billing in Jan-Feb-2001, June-2015 & July-2023 respectively. The meter SL No 3000082825 was installed on 21.07.2023 with IMR'0' & MF 1. This Forum has gone through the documents submitted by both parties & hearing on 20.09.2024. During Course of hearing both parties were present & also call the MRT Personnel who have verified the premises for discussion. Attention has also paid on the report of MRT Division, Jharsuguda Dt. 17.08.2024 as well as 31.08.2024. The report on Dt.17.08.2024 was confusing but the report Dt.31.08.2024 was proper where it is found that the reading of parallel meter & meter in that premises were in order & found no error. However, in the course of hearing in presence of the complainant the MRT personnel were there & clearly stated that the incoming & meter status was OK but there was laces in outgoing which was the liability of the complainant & for that the opposite party was not responsible as not coming under its purview. So, the billing so raised during April 2024 to Aug 2024 to be treated as correct & w.r.t OK meter reading but Avg bills were served for the period from Jan 2001 to June 2001, July-2014 to May 2015 & Pl bills from March 2023 to June 2023 for which the complainant requested to revise the bill & accepted by this Forum and pleased to pass the order accordingly.

Hence it is the opinion of the Forum that the opposite party is liable to revise the bill for the periods from Jan 2001 to June 2021 with reference to consumption recorded in meter SI No 105635 taking IMR as 3815 in Jan-Feb-2002 & FMR as 5019 in May-June-2002 & for the periods from July 2014 to May 2015 with reference to consumption recorded in meter SI No WCS18647 taking IMR as '0' in June-2015 & FMR as 3868 in Feb-2016 as well as for the periods from March 2023 to June 2023 with reference to consumption recorded in meter SI No 3000082825 taking IMR as 1229 in Dec 2023 & FMR as 5353 in May-2024 with the daily/monthly actual consumption thereof & no revision is allow for the claim periods by the complainant & the opposite party has rightly raised & served the bill to the complainant considering the adjustment of previous bill revisions if any 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.

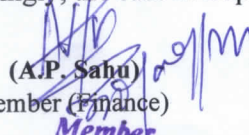
1. The Opposite Party is directed to revise the bill for the periods from Jan 2001 to June 2021 with reference to consumption recorded in meter SI No 105635 taking IMR as 3815 in Jan-Feb-2002 & FMR as 5019 in May-June-2002 & for the periods from July 2014 to May 2015 with reference to consumption recorded in meter SI No WCS18647 taking IMR as '0' in June-2015 & FMR as 3868 in Feb-2016 as well as for the periods from March 2023 to June 2023 with reference to consumption recorded in meter SI No 3000082825 taking IMR as 1229 in Dec 2023 & FMR as 5353 in May-2024 with the daily/monthly actual consumption thereof & no revision is allow for the claim periods by the complainant & the opposite party has rightly raised & served the bill to the complainant considering the adjustment of previous bill revisions if any as per law.
2. The Opposite party is directed not to consider the bill revision for the period revised earlier and adjust the revision as per law/for the period of penalty/in both cases, if any, as applicable as it has 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 benefits of OTS scheme and rebate thereof, if any, as applicable as it has 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 into 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, serve 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 at, 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**

Grievance Redressal Forum  
TPWODL, Burla - 768017

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. Narendra Ku Sahoo, S/O Late Anandi Sahoo, At/Po-Belpahar, Azad Chowk, 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: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.orerc.org](http://www.orerc.org) under the "head "Cases-> "GRF". )

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