

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)/ 2067(4)

Date: 30/09/24

**Present:** Sri B.Mahapatra (Co-opted Member)  
Sri A.P.Sahu Member(Finance)

1	Case No.	BRL/724/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Karunakar Bhoi C/O-Tejraj Bhoi At-Bausebpali-A, Po-Machida Dist-Jharsuguda-768226		4172.-0103-0319	9777839212
3	Respondent/s	EE, BNED, TPWODL & S.D.O (E),Belpahar		Division B.N.E.D, TPWODL, Brajrajnagar	
4	Date of Application	26.09.2024			
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	26.09.2024			
9	Date of Order	30/09/24			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			



appeared

**For the Complainant-** Karunakar Bhoi  
Represented by Tejraj Bhoi

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

**GRF Case No- BRL/724/2024**

Karunakar Bhoi  
C/O- Tejraj Bhoi  
At-Bausebpali-A, Po-Machida  
Dist-Jharsuguda  
Con No-4172.-0103-0319

**VRS**

E.E, BNED, TPWODL  
&  
SDO(Electrical), Belpahar, TPWODL.

**COMPLAINANT**

**OPPOSITE PARTY**

**GIST OF THE CASE**

Tejraj Bhoi on behalf of Tejraj Bhoi has appeared in the hearing on Dt. 26.09.2024 at the camp held at ESO Office, Panchgaon and submitted a written complaint wherein he has stated about billing dispute & has requested to revise/rectify the same.

**SUBMISSION OF OPPOSITE PARTY**

The opposite party has submitted PVR carried out on Dt. 04.09.2024 but no W/S or other relevant document has been 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-IPA consumer having CD of 5HP with date of initial power supply on Dt.01.01.1990 through meter SI No UWESCO120330 as seen from FG/Samadhan App but raised AVg bills from Feb 2001 to June 2024. The complainant has raised objection on billing dispute as mentioned in GIST with prayer to revise the bill. Meanwhile, the meter with SI No TWSC59005593 was installed on 09.07.2024 with IMR '0' & MF 1. During course of hearing the commercial Officer of Section Panchgaon has submitted that Physically there is no meter although although meter No is sowing in billing data which also confirm by the PVR Dt.04.09.2024 submitted by ESO & Office-RCM , Panchgaon.

Hence it is the opinion of the Forum that the opposite party is liable to revise the bill w.r.t Regulation 155 after installation of a new meter in the premises of the complainant & considering the recorded reading during six-eight months which includes load & non-loa periods to arrive the Actual Avg consumption for the purpose of bill revision.

**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 w.r.t Regulation 155 after installation of a new meter in the premises of the complainant & considering the recorded reading during six-eight months which includes load & non-load periods to arrive the Actual Avg consumption for the purpose of bill revision.



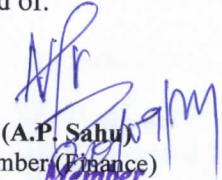
2. The Opposite party is directed not to consider the bill revision for the period revised earlier and adjust the revision as per law/for the period of penalty/in both cases, if any, as applicable as it has not submitted any information for the same.
3. The Opposite party is directed not to consider 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 Nine 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)

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

- Copy to:
1. Karunakar Bhoi, C/O- Tejrj Bhoi , At-Bausebpali-A, Po-Machida, 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.orierc.org](http://www.orierc.org) under the “head “Cases-> “GRF”. )