

**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.Satpathy, President B.Mahapatra (Co-opted Member)**



Ref: GRF/Burla/Div/BNED/ (Final Order)/21(4)

Date: 30.01.2025

**Present:** Sri A.K.Satpathy, President.  
Sri B.Mahapatra (Co-opted Member),

1	Case No.	BRL/923/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		R.Parameswar Mahapatra At-Kutripali, Po-Sunari Dist-Jharsuguda-768234.		4172-1208-1274	6370824307
3	Respondent/s	SDO(Electrical), Belpahar, TPWODL			Division B.N.E.D, TPWODL, Brajrajnagar
4	Date of Application	23.12.2024			
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	23.12.2024			
9	Date of Order	30.01.2025			
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-** R Parameswar Mahapatra

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

**GRF Case No- BRL/923/2024**

(1) R Parameswar Mahapatra  
At-Kutripali,  
Po-Sunari  
Dist-Jharsuguda-768234  
Consumer No.- 4172-1208-1274

**COMPLAINANT**

**VRS**

(1) SDO(Elect.) Belpahar, TPWODL, Brajrajnagar

**OPPOSITE PARTY**

**GIST OF THE CASE**

The Complainant has filed the petition in the name of R Parameswar Mahapatra bearing Consumer No **4172-1208-1274** under BNED, TPWODL, Brajrajnagar has stated about billing dispute.

Hence, the Complainant prayed before the Forum to consider the case for revision/rectification.

**SUBMISSION OF OPPOSITE PARTY**

The Opposite Party has submitted photograph of the meter and PVR dtd. 02.01.2025 in this case.

**OBSERVATION**

The case is pursued with all documents available in records (FG data base and Samadhan App) and merit of the case. Actual/PL bill was served to the complainant for the period from Jun-Jul'2012 to Feb'2016 with various units in meter sl. no.6373947. In this meter the last meter reading recorded as 11970 kwh in May-Jun'2018. Units of 11970 may be spread over from the date of p/s i.e 03.06.2012 upto May-Jun'2018, average is 166 units per month. A new meter was installed bearing meter sl. no LW054338 during Nov-Dec'2018. This meter was continued upto Aug'2023 where the reading was 3304 kwh during May'2023, where the average consumption is found to be 81 units per month. During Sep'2023, another meter was changed with meter sl. no.TWSP51057270 where the reading in Nov'2024 is 591 kwh. So, in this meter the average is 42 units. As there are readings recordings in each meter the readings cannot be ignored so there is no wrong in bills. To settle the billing dispute bill revisions are required.

Hence, the Forum is in the opinion that the Opposite party is liable to revise the bill by spread over the kwh readings of "11970" in between the periods from Jun-Jul'2012 to May-Jun'2018 as well as 3304 units in between the periods from Nov-Dec'2018 to May'2023 with daily/monthly actual average consumption thereof.

**ORDER**

*Considering the documents and statements submitted by both the parties at the time of hearing, the Forum hereby passes orders that:*

- 1. The Opposite Party is directed to revise the bill by spread over the kwh readings of "11970" in between the periods from Jun-Jul'2012 to May-Jun'2018 as well as 3304 units in between the periods from Nov-Dec'2018 to May'2023 with daily/monthly actual average consumption thereof.*
- 2. The Opposite party is directed not to consider the bill revision for the period already revised earlier and adjust the revision as per law/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.K. Satpathy)

President

President

Grievance Redressal Forum  
TPWODL, Burla - 768017

- Copy to:** - (1) R Parameswar Mahapatra, At-Kutripali, Po-Sunari, Dist-Jharsuguda-768234  
(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, Brajrajnagar.  
(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) or Odisha Electricity Regulatory Commission, At-Plot No.04, Chunokoli, Sailashree Vihar, Bhubaneswar-751021 within 30 days from the date of this order of the Grievance Redressal Forums."

This Order can be accessed on OERC website, [www.orienc.org](http://www.orienc.org) under the "head "Cases->"GRF".

