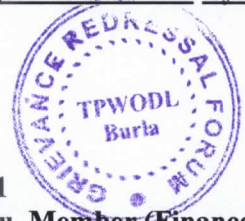


**Grievance Redressal Forum  
TPWODL, BURLA**

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



Ref: GRF/Burla/Div/BNED/ (Final Order)/ 1532 (4)

Date: 29/02/2024

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

	Case No.	BRL/164/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sri Gopal Dhurua At/Po- Dalgaon, Dist- Jharsuguda.	4172-2503-0138		
3	Respondent/s	S.D.O(Electrical), Belpahar , TPWODL	Division B.N.E.D, TPWODL, Brajrajnagar		
4	Date of Application	26.02.2024			
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	26.02.2024			
9	Date of Order	29/02/2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

**Place of Camp:** ESO Office, Bandhabahal, TPWODL, Brajrajnagar.



**Appeared**

**For the Complainant-** Sri Gopal Dhurua

**For the Respondent -** S.D.O(Elect.), Belpahar, TPWODL, Brajrajnagar.

**GRF Case No- BRL/164/2024**

(1) Sri Gopal Dhurua

At/Po- Dalgaon,

Dist- Jharsuguda.

Consumer No.- 4172-2503-0138

**COMPLAINANT**

**VRS**

(1) S.D.O(Elect.), Belpahar, TPWODL, Brajrajnagar.

**OPPOSITE PARTY**

**GIST OF THE CASE**

The Complainant filed the petition in the name of Sri Gopal Dhurua bearing Consumer No **4172-2503-0138** under BNED, TPWODL, Brajrajnagar 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 ledger copy for the period from Jan'2003 to Jan'2024, PVR dtd.26.02.2024 and photograph of the meter with reading thereon in this case.

**OBSERVATION**

The case is pursued with all documents available in record and merit of the case. On examining the case in details, the Forum observed that the complainant is a LT-domestic consumer having CD 2kw with initial date of power supply 30.12.2001 and as seen from the FG data base/Samadhan App. The complainant has been raised objection on billing dispute and pray for its revision. As observed the billings were not correct during the period from Dec'2011 to Jan'2024. This Forum has gone through the PVR dtd. 26.02.2024 and found that the meter sl. no."8062737" is continuing in the premises of the complainant with kwh reading of "1303" which was effected in billing since Dec-Jan'2012 and the kwh reading was "1302" in Jan'2024 as per billing data. The actual billing was served in Jan'2019 with "1282" kwh and later on in Sep'2023 the reading was "1286" kwh with advancement of "4" units during the above periods as if there was no consumption on that periods and thereafter since Oct'2023 billings are going on actual basis with kwh reading of "1302" in Jan'2024. The pattern of billing from the date of meter installation of this meter is not at all satisfactorily and installed with IMR as "zero". So, bill revision is required to resolve the grievance of the complainant.

Hence, the Forum is in the opinion that the Opposite party is liable to revise the bills by spread over the readings of "1302" units in between the periods from Dec-Jan'2012 to Jan'2024 basing on the consumption recorded in meter sl. no. "8062737" taking IMR as "zero" kwh with its daily/monthly actual average consumption thereof with proper further verification and confirmation of meter reading as per efficiency of the meter by testing the same to avoid loss to either of the parties or otherwise revise the bill with reference to the testing report if found any discrepancies with reference to law.

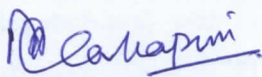


## ORDER

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 of the consumer by spread over the readings of "1302" units in between the periods from Dec-Jan'2012 to Jan'2024 basing on the consumption recorded in meter sl. no. "8062737" taking IMR as "zero" kwh with its daily/monthly actual average consumption thereof with proper further verification and confirmation of meter reading as per efficiency of the meter by testing the same to avoid loss to either of the parties or otherwise revise the bill with reference to the testing report if found any discrepancies with reference to 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. Satpathy)**

President  
President  
Grievance Redressal Forum  
TPWODL, Burla - 768017

- Copy to:** - (1) Sri Gopal Dhurua, At/Po- Dalgaon, Dist- Jharsuguda.  
(2) Sub-Divisional Officer (Elect.), Belpahar, TPWODL, Brajrajnagar 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) 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".