

**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)/ 1721 (4)

Date: 30/04/24

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

1	Case No.	BRL/301/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Mamta Barla At/Po- Mirdhadra,Gumadera Dist- Jharsuguda.	4172-2404-2020	7325914004	
3	Respondent/s	SDO(Electrical),Belpahar , TPWODL		Division B.N.E.D, TPWODL, Brajrajnagar	
4	Date of Application	18.03.2024			
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	18.03.2024			
9	Date of Order	30/04/24			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

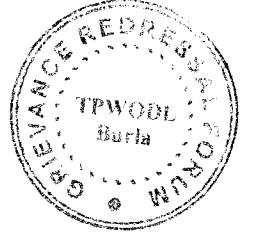
Office of Camp: ESO Office, Gumadera, TPWODL, Brajrajnagar.

appeared

For the Complainant- Mamta Barla

Represented by J.Dash

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



**GRF Case No- BRL/301/2024**

(1) Mamta Barla

At/Po- Mirdhadera, Gumadera,  
Dist- Jharsuguda.

Consumer No.- 4172-2404-2020

**COMPLAINANT**

**VRS**

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

**OPPOSITE PARTY**

**GIST OF THE CASE**

The Complainant has filed the petition in the name of Mamta Barla bearing Consumer No **4172-2404-2020** represented by J.Dash 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 PVR dtd. 28.03.2024, w/s, meter installation protocol, Leger copy for the period from Mar'2020 to Feb'2024.

**OBSERVATION**

The case is pursued with all documents available in records (FG data base and Samadhan App) 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 p/s 03.03.2020 as seen from the FG data base. The complainant has raised objection on billing dispute. The meter sl. no "WLT159785" was installed on 02.03.2020, meter sl. no."300014271" was installed on 08.12.2022 with old kwh "15692" and meter sl. no."TWSP51056322" was installed on 23.10.2023 might be incorrect but as per protocol it was 05.10.2023 with old kwh "11058" with IMR "o" and MF "1" in all cases. Seen the meter installation protocol where found that the kwh reading was "18138" on 05.10.2023 with reference to consumption recorded in meter sl. no."WLT159785". This Forum has gone through the w/s submitted by opposite party and found that the meter sl. no. "300014271" was installed on 08.12.2022 with remarks as installed on 18.07.2022 as per protocol. In this connection the complainant has raised objection that the meter change took place on 05.10.2023 and no meter has been changed in between the date of p/s to 05.10.2023 which is accepted as correct by this Forum as in w/s the opposite party has stated that the meter sl. no." 300014271" was actually installed in consumer no. 4172-2404-2974 but the meter was never updated in billing of the consumer which was changed on 28.09.2023. The above meter has been reflected in billing of the above-mentioned consumer wrongly hence creating problem in billing system. Taken the document of meter protocol of 05.10.2023, acknowledged by both parties where the kwh reading was "18138" on 05.10.2023 with reference to the consumption recorded in meter sl. no. "WLT159785" and this is also admitted by opposite party in its w/s and also in PVR of ESO, Gumadera. Further, it is also observed that the billing since Nov'2022 was going on basing on the consumption recorded in meter sl. no." 300014271" which is physically in existence at the premises of consumer no. 4172-2404-2974. So, bill revision is required to settle the billing dispute.

Hence, the Forum is in the opinion that the Opposite party is liable to revise the bill for the period from the date of p/s (03.03.2020) to 05.10.2023( as per meter installation protocol and w/s of opposite party) by spread over the reading of "18138" with IMR as "o" with reference to consumption recorded in meter sl. no. "WLT159785" and for the period from 05.10.2023 to 24.10.2023 taking IMR as "o" and FMR as "1" with reference to consumption recorded in meter sl. no. "TWSP51056322" with its daily/monthly actual average consumption thereof. Besides these, necessary steps to be taken by opposite party to revise the bill of the consumer no. 4172-2404-2974 with reference to the w/s and PVR as per 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 for the period from the date of p/s (03.03.2020) to 05.10.2023( as per meter installation protocol and w/s of opposite party) by spread over the reading of "18138" with IMR as "o" with reference to consumption recorded in meter sl. no. "WLT159785" and for the period from 05.10.2023 to 24.10.2023 taking IMR as "o" and FMR as "1" with reference to consumption recorded in meter sl. no. "TWSP51056322" with its daily/monthly actual average consumption thereof. Besides these, necessary steps to be taken by opposite party to revise the bill of the consumer no. 4172-2404-2974 with reference to the w/s and PVR as per law
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  
Final Order (GRF Case No. BRL/301/2024)

  
(A.P. Sahu)

Member (Finance)  
Member  
Grievance Redressal Forum  
TPWODL, Burla - 768017  
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(A.K. Satpathy)

President  
President  
Grievance Redressal Forum  
TPWODL, Burla - 768017

**Copy to: - (1) Mamta Barla, At/Po- Mirdhadera, Gumadera, 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.orierc.org](http://www.orierc.org) under the "head "Cases->"GRF".

