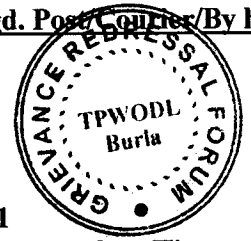


**Grievance Redressal Forum  
TPWODL, BURLA**

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,  
Burla, Bargarh, 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)**



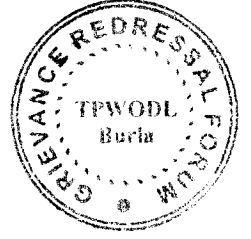
Ref: GRF/Burla/Div/BNED/ (Final Order)/ 1704 (4)

Date: 30/04/24

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

1	Case No.	BRL/352/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Anand Luhar At-Chhhauliberna, Gumadera Po-Belpahar Dist-Jharsuguda-768218	4172-2404-0321	9938563064	
3	Respondent/s	S.D.O (E),Belpahar	Division B.N.E.D, TPWODL, Brajrajnagar		
4	Date of Application	29.04.2024			
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	29.04.2024			
9	Date of Order	30/04/24			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: ESO Office, Belpahar, TPWODL



**Appeared**

**For the Complainant-** Anand Luhar

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

**GRF Case No- BRL/352/2024**

Anand Luhar  
At-Chhauliberna, Gumadera  
Po-Belpahar  
Dist-Jharsuguda  
Con No-4172-2404-0321

**COMPLAINANT**

**VRS**

SDO(Electrical), Belpahar, TPWODL.

**OPPOSITE PARTY**

**GIST OF THE CASE**

Anand Luhar has appeared on Dt. 29.04.2024 at the camp held at ESO Office, Belpahar and submitted a written complaint wherein he has stated that "no power supply since last 08 years. On 10.04.2024 he paid Rs.20000.00 & RC fees of Rs.177.00 and got the power supply reconnect" hence he has requested to revise/rectify the bill.

**SUBMISSION OF OPPOSITE PARTY**

The opposite party has submitted billing abstract from Dec-2002 to March-2024, but no PVR or 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 2KW with date of initial power supply 31.03.1999 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute with prayer to revise the bill. Meanwhile, the meter SI No 385889 in billing since Dec-2011 & continuing till date. Actual bill was served up to Aug 2017 for KWh reading of 5551. PL/Avg bills were served from Sept-2017 to Oct-2021. Actual bill was served in with KWh reading of 5603. The complainant has paid RC fees on 10.04.2023 along with Rs.20000.00 towards EC bill to reconnect the power supply. It is also seen from the records that there is very negligible consumption during the period from Sept-2017 to Nov-2021 for 52 units where the complainant has claimed that there is no power supply since 08 years but has failed to submit any documents in its defence. From the billing it is concluded that there either LD for some periods or very low consumption during Sept-2017 to Nov-2021. But the bill has been raised for KWh reading of 5603 with billing unit 250 in Nov-2021. Hence, revision is required to settle the billing dispute.

Hence it is the opinion of the Forum that the opposite party is liable to revise the bill for the periods from Sept-2017 to Nov-2021 by taking IMR as '5551' & FMR as 5603 basing on the consumption recorded in meter SL No 385889 with the daily/monthly actual consumption thereof considering the adjustment of previous bill revisions as per law if any.

**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 Sept-2017 to Nov-2021 by taking IMR as '5551' & FMR as 5603 basing on the consumption recorded in meter SL No 385889 with the daily/monthly actual consumption thereof considering the adjustment of previous bill revisions as per law if any.
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. Satapathy**  
(President)  
**President**

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

1. Anand Luhar, At-Chhauliberna, Gumadera, PO-Belpahar 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". )