

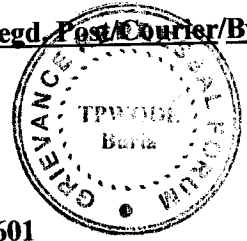
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**Grievance Redressal Forum  
TPWODL, BURLA**

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.Satpathy, President B.Mahapatra (Co-opted Member) and A.P.Sahu, Member (Finance)**



Ref: GRF/Burla/Div/BNED/ (Final Order)/ 1728 (4)

Date: 30/04/24

**Present:**

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

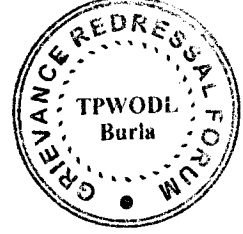
1	Case No.	BRL/358/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Bhakta Prasad Bhoi C/O-Gajapati Bhoi At/Po-Charmal, Tilia Dist-Jharsuguda	4172-2506-1270	9348609740	
3	Respondent/s	S.D.O (E),Belpahar	Division B.N.E.D, TPWODL, Brajrajnagar		
4	Date of Application	29.04.2024			
5	In 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, Bandbahal, TPWODL

**Appeared**

**For the Complainant-** Bhakta Prasad Bhoi  
Represented by Gajapati Bhoi

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



**GRF Case No- BRL/358/2024**

Bhakta Prasad Bhoi  
C/o-Gajapati Bhoi  
At/Po-Charmal, Tilia  
Dist-Jharsuguda  
Con No-4172-2506-1270

**VRS**

SDO(Electrical), Belpahar, TPWODL.

**COMPLAINANT**

**OPPOSITE PARTY**

**GIST OF THE CASE**

Gajapati Bhoi on behalf of Bhakta Prasad Bhoi has appeared on Dt. 29.04.2024 at the camp held at ESO Office, Bandbahal and submitted a written complaint wherein he has stated about billing dispute and requested to revise/rectify the same.

**SUBMISSION OF OPPOSITE PARTY**

The opposite party has submitted billing abstract from Feb-2017 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 0.50KW with date of initial power supply 01.04.2013 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 TWSP51096477 was installed on 28.12.2023 IMR '0' & MF 1 with old KWh 5509 recorded in previous meter bearing SL No A6379515 in billing since date of power supply. Actual bill was served to the complainant in Sept 2023 for KWh reading of 5508 with billing unit 900 & in Oct-2023 (24.11.2023) for the KWh reading of 5509 in reference to consumption recorded in meter SI No A6379515. Due to improper meter reading & no control over the opposite party on the same the suppressed was billed in Sept-2023 but could not ascertain the date/month of suppressed reading. The opposite party has already been directed to revise the bill for the period from 01.04.2013 to 24.11.2023 by spread over the reading of 5509 units with IMR '0' in reference to consumption recorded in meter SI No A6379515 vide GRF case No BRL/158/2024. 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 01.04.2013 to 24.11.2023 by spread over the reading of 5509 units with IMR '0' in reference to consumption recorded meter SI No A6379515 as order passed in GRF Case No BRL/158/2024 & for the periods from 25.11.2023 to 27.12.2023 by taking IMR as '0' on 28.12.2023 & FMR the recorded reading will be arrived on 27.06.2024 or the next immediate billing date as well as for the period from 28.12.2023 to 28.12.2023 by taking IMR as '0' & FMR as 1 with reference to consumption recorded in meter SL No TWSP51096477 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 for the periods from 25.11.2023 to 27.12.2023 by taking IMR as '0' on 28.12.2023 & FMR the recorded reading will be arrived on 27.06.2024 or the next immediate billing date as well as for the period from 28.12.2023 to 28.12.2023 by taking IMR as '0' & FMR as 1 with reference to consumption recorded in meter SL No TWSP51096477 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 three 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**

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

**A.K. Satapathy**  
(President)  
**President**

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

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1. Bhakta Prasad Bhoi, C/O- Gajapati Bhoi, At/Po-Charma, Tilia, 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:Bhoingar, 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". )