

**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)/ 1748 (4)

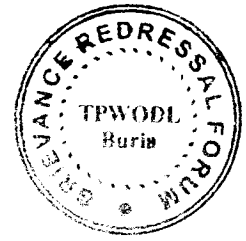
Date: 31/05/24

**Present:**

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

1	Case No.	BRL/365/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Amulya Ku Hota Charpali Dist-Jharsuguda-768211	4172-2506-0354	7894625110	
3	Respondent/s	S.D.O (E),Belpahar	Division B.N.E.D, TPWODL, Brajarajnagar		
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	31/05/24			
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-** Amulya Ku Hota

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

**GRF Case No- BRL/365/2024**

Amulya Ku Hota  
Charpali  
Dist-Jharsuguda  
Con No-4172-2506-0354

**VRS**

SDO(Electrical), Belpahar, TPWODL.

**COMPLAINANT**

**OPPOSITE PARTY**

**GIST OF THE CASE**

Amulya Ku Hota 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 & requested to revise/rectify the same.

**SUBMISSION OF OPPOSITE PARTY**

The opposite party has submitted billing abstract from Oct-2008 to March-2024, a PVR carried on 06.05.2024 also submitted but no written statement has file in this case.

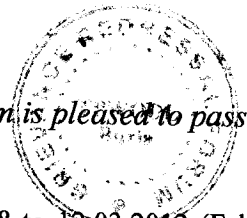
**OBSERVATION**

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 26.10.2008 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 TPWDL1105624 was installed on 06.04.2023 IMR '0' & MF 1 with old KWh 8592. During verification it is seen that the meter S No WCV19421 was in billing in Nov-2015 & meter SL No 305711 in billing since date of power supply with IMR 11 (62-51). In Feb 2012 the KWh reading in meter SI No 305711 was 3000 units where found the billing unit was 700 as well as in Dec 2010 & June 2010 the KWh readings were 2300 & 2000 with billing units 300 & 770 respectively. The meter readers have not given proper reading to billing in reference to the recorded reading in the meter time to time rather has preferred for table reading & for that the opposite party has control over them & not taken steps to correct the bills. Further it is also seen that P1 bills were served from Oct-2022 to Feb 2023. 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 26.10.2008 to 12.03.2012 (Feb-2012) by spread over the reading of 3000 units with IMR 11 in reference to consumption recorded meter SI No 305711 & for the periods from Oct-2022 to Feb-2023 by taking IMR as 32 in March 2023 & FMR as 268 in Aug-2023 with reference to consumption recorded in meter SL No TPWDL1105624 with the daily/monthly actual consumption thereof considering the adjustment of previous bill revisions as per law if any.


**ORDER**

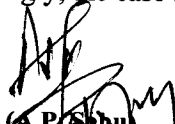
After careful consideration of hearing and data submitted by both parties the Forum is pleased to pass the Order as follows.




1. The Opposite Party is directed to revise the bill for the periods from 26.10.2008 to 12.03.2012 (Feb-2012) by spread over the reading of 3000 units with IMR 11 in reference to consumption recorded meter SI No 305711 & for the periods from Oct-2022 to Feb-2023 by taking IMR as 32 in March 2023 & FMR as 268 in Aug-2023 with reference to consumption recorded in meter SL No TPWDL1105624 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)  
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. Amulya Ku Hota, Charpali, 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". )