

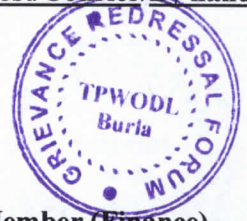
## Grievance Redressal Forum

TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,

Burla, Bargarh, Pin- 768017

Email: 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)/ 1426(y)

Date: 23/02/2024

**Present:**

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

1	Case No.	BRL/77/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sri Baikundana Pujhari At-Dhulunda, Po-Charpali Dist-Jharsuguda	4172-2307-0017	7894255127	
3	Respondent/s	S.D.O (E),Belpahar, TPWODL		Division B.N.E.D, TPWODL, Brajrajnagar	
4	Date of Application	25.01.2024			
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	25.01.2024			
9	Date of Order	23/02/2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

*(Signature)*  
President  
Grievance Redressal Forum  
TPWODL, Burla - 768017

**Place of Camp:** ESO Office Panchgaon, TPWODL

**Appeared**

**For the Complainant-** Sri Baikundana Pujhari

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



**GRF Case No- BRL/77/2024**

Sri Baikundana Pujhari  
At-Dhulunda, Po-Charpali  
Dist-Jharsuguda  
Con No-4172-2307-0017

**VRS**

S.D.O (E),Belpahar, TPWODL

**COMPLAINANT**

**OPPOSITE PARTY**

**GIST OF THE CASE**

Sri Baikundana Pujhari is the complainant who appeared on Dt. 25.01.2024 at camp held on ESO Office Panchgaon under SDO Brajanaagar and submitted a written complaint wherein he has stated about high billing generated on Nov-2022 & request to revise/rectify the same.


**SUBMISSION OF OPPOSITE PARTY**

The opposite party has submitted bill abstract of the consumer from Feb-2021 to Jan-2024 and PVR carried on 18.01.2024 received on 16.02.2024 by courier wherein it is found that meter SI No is LW273774 with CMR 9758KWh with meter status is OK with remarks given by concern authority that suppressed reading bill for the period for Nov 2022 may be revised.

**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 0.15KW with date of initial power supply 06.11.2012 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 LW273774 was installed on 12.12.2019. As observed, there was suppressed reading in the meter due to inefficient meter reading & having no control over the same by opposite party which was reflected in billing of Nov-2022 (29.12.2022) & hence increase the arrear with billing unit 6743 & KWh reading of 7043. So, required revision 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 12.12.2019 to 29.12.2022 by spread over the reading of 7043 units with IMR '1' in reference to consumption recorded meter SI No LW374882 with the daily/monthly actual consumption thereof considering the adjustment of previous bill revisions as per law if any.

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



## 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 12.12.2019 to 29.12.2022 by spread over the reading of 7043 units with IMR '1' in reference to consumption recorded meter SI No LW374882 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.



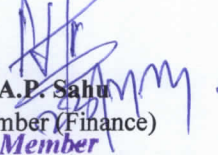
**B. Mahapatra**

(Co-Opted Member)

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

Copy to: -

1. Sri Baikundana Pujhari, At-Dhulunda, Po-Charpali, Dist-Jharsuguda
2. Sub-Divisional Officer (Elect.), Belpahar, TPWODL, Brajarajnagar 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.



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

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



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

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

"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". )

