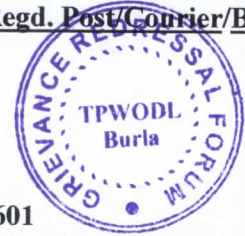


**Grievance Redressal Forum  
TPWODL, BURLA**

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



Ref: GRF/Burla/Div/SEED/ (Final Order)/ 2230 (4)

Date: 30/12/24

**Present:**

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

1	Case No.	BRL/801/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Bijay Kumar Nanda At/Po/Ps-Kisinda Dist-Sambalpur-768106		4164-3306-0544	9556991936
3	Respondent/s	S.D.O (Elect),Rairakhol			Division S.E.E.D, TPWODL, Sambalpur
4	Date of Application	18.11.2024			
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	18.11.2024			
9	Date of Order	30/12/24			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarSEED, if any.	NIL			



**Appeared**

**For the Complainant-** Bijay Kumar Nanda

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

**GRF Case No- BRL/801/2024**

Bijay Kumar Nanda

At/Po/Ps-Kisinda

Dist-Sambalpur-768106

Consumer No-4164-3306

**VRS**

SDO(Electrical), Rairakhol, TPWODL.

**COMPLAINANT**

**OPPOSITE PARTY**

**GIST OF THE CASE**

Bijaya Kumar Nanda has appeared in the hearing on Dt. 18.11.2024 at SDO Office, Rairakhol has stated about billing dispute with request to settle the same.

**SUBMISSION OF OPPOSITE PARTY**

The Opposite Party has not submitted any relevant document except a PVR carried out on Dt.19.11.2024 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 of 0.50KW with date of initial power supply on Dt.01.01.1996 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute as mentioned in GIST with prayer to revise the bill.

The meter SI No WLT215286 was installed on 19.12.2023 IMR '1' & MF 1 and bill revision has already been done by opposite party for the period from Oct'2021 to Feb'2023(14.10.2021 to 06.04.2023) and debited an amount of Rs 38,914.23/- in the billing. The new meter has been replaced in place of old meter due to meter defective (meter burnt) as seen from the FG data base hence the old kwh of "7630" in meter sl. no."LW477167" may not be acceptable and to be treated as incorrect reading it is a matter of astonished that how the reading has been punched where the meter was in burnt status. So, the bills so raised to be treated as incorrect and raised through defective mater might be a table reading. In this connection, the opposite party has failed to submit the meter installation protocol.

Hence it is the opinion of the Forum that the opposite party is liable to revise the bill for the periods from Apr'2021 to Mar'2023 with reference to regulation 155 considering new meter consumption and as well as withdraw the debit amount for Rs 38,914.23/- from the bill done earlier with the daily/monthly actual consumption thereof with the adjustment of previous bill revision, if any, as per law.

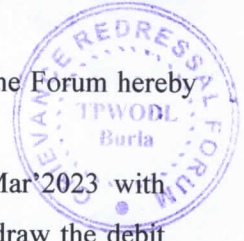
President

Grievance Redressal Forum  
TPWODL, Burla, Dist. Sambalpur-768017



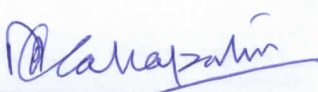
## ORDER

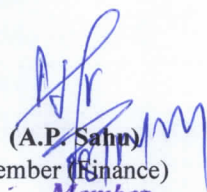
Considering the documents and statements submitted by both the parties at the time of hearing, the Forum hereby passes orders that:




1. The Opposite Party is directed to revise the bill for the periods from Apr'2021 to Mar'2023 with reference to the regulation 155 considering new meter consumption and as well as withdraw the debit amount for Rs 38,914.23/- from the bill done earlier with the daily/monthly actual consumption thereof with the adjustment of previous bill revision, if any, as per law.
2. The Opposite party is directed not to consider the bill revision for the period revised earlier and adjust the revision as per law/for the period of penalty/in both cases, if any, as applicable as it has 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 benefits of OTS scheme and rebate thereof, if any, as applicable as it has 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 into 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, serve 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 at, 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. Sahoo)  
Member (Finance)  
**Member**  
**Grievance Redressal Forum**  
**TPWODL, Burla - 768017**

  
**A.K. Satapathy**  
(President)  
**President**  
**Grievance Redressal Forum**  
**TPWODL, Burla - 768017**

### Copy to: -

1. Bijay Kumar Nanda, At/Po/Ps-KisindaDist-Sambalpur-768106.
2. Sub-Divisional Officer (Elect.) Rairakhol, TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer
3. Executive Engineer (Elect.), SEED, TPWODL, Sambalpur
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.orienc.org](http://www.orienc.org) under the "head "Cases-> "GRF".)