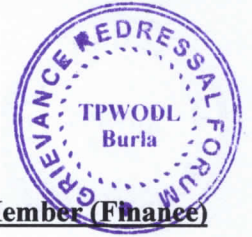


**Grievance Redressal Forum  
TPWODL, BURLA**

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)/ 1430 (4)

Date: 23/02/2024

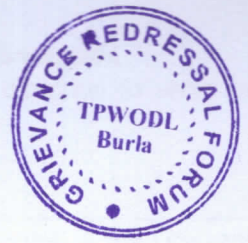
**Present:**

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

1	Case No.	BRL/82/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		BibhutiBhusan Duan C/O-Manoj Ku Duan At-Bausenpali, Po-Mochida Dist-Jharsuguda		4172-1309-4248	9938243872
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	<input checked="" type="checkbox"/>	Respondent	<input type="checkbox"/>
				Others	<input checked="" type="checkbox"/>
11	Details of Compensation awarded, if any.	NIL			

*A.K.*  
President

Grievance Redressal Forum  
TPWODL, Burla - 768017



**Appeared**

**For the Complainant-** BibhutiBhusan Duan  
Represented by Manoj Ku Duan

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

**GRF Case No- BRL/82/2024**

BibhutiBhusan Duan  
C/O-Manoj Ku Duan  
At-Bausenpali, Po-Mochida  
Dist-Jharsuguda  
Con No-4172-1309-4248  
**VRS**  
S.D.O (E),Belpahar, TPWODL

**COMPLAINANT**

**OPPOSITE PARTY**

**GIST OF THE CASE**

Manoj Ku Duan representative of the consumer BibhutiBhusan Duan 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 billing dispute & request to rectify/revise the bill.

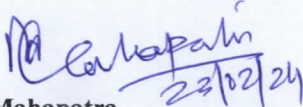
**SUBMISSION OF OPPOSITE PARTY**


The opposite party has submitted bill abstract of the consumer from Aug-2021 to Jan-2024 and PVR carried on 31.01.2024 received on 16.02.2024 by courier wherein it is found that meter SI No is WHL02551 with CMR 6031KWh & remarks given by concern authority that "after verification it was found that due to delayed meter updating Rs.19148.01 debited on the consumer account".


**OBSERVATION**

The case is persued 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 26.12.2012 as seen from FG/Samadhan App. The complainant has raised objection on defective period billing revision with prayer to revise the bill. Meanwhile, the meter SI No LW057531 & WHL025551 were installed on 19.11.2018 & 25.10.2021 with IMR '1' & '0' respectively. The opposite party has already been revised the bill for delayed meter updating & added an amount of Rs.19148.01 as well as revise the bill for defective period assessment and added an amount of Rs.107.32 Rs.9532.85 respectively and also found that this has been done as per rule & also bills are OK. There is no Scope for bill revision. Hence, the instant case petition is hereby dismissed due to no merit.

*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




**Copy to: -**

1. BibhutiBhusan Duan, C/O- Manoj Ku Duan, At-Bausenpali, Po-Mochida, 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.

"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". )

  
President  
Grievance Redressal Forum  
TPWODL, Burla - 768017

