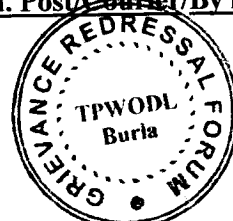


## Grievance Redressal Forum

TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,  
Burla, Burla, Pin- 768017Email: [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)/ 2300 (4)

Date: 31/12/24

Present:

Sri A.K. Satapathy, President

Sri A.P.Sahu Member(Finance)

1	Case No.	BRL/862/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Jenamani Pruseth At-Phalsadhipa, Po-Bandhbahal Dist-Jharsuguda-768211		4172-2507-1598	
3	Respondent/s	S.D.O (E),Belpahar			Division B.N.E.D, TPWODL, Brajarajnagar
4	Date of Application	16.12.2024			
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	16.12.2024			
9	Date of Order	31/12/24			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

**Place of Camp:** ESO Office, Bandhbahal

**Appeared**

**For the Complainant-** Jenamani Pruseth

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



**GRF Case No- BRL/862/2024**

Jenamani Pruseth  
At-Phalsadhipa, Po-Bandhbahal  
Dist-Jharsuguda  
Con No-4172-2507-1598

**COMPLAINANT**

**VRS**

SDO(Electrical), Belpahar, TPWODL.

**OPPOSITE PARTY**

**GIST OF THE CASE**

Jenamani Pruseth has appeared in the hearing on Dt. 16.12.2024 at the camp held at ESO Office, Bandhbahal and submitted a written complaint wherein he has stated about billing dispute & has requested to revise/rectify the same.

**SUBMISSION OF OPPOSITE PARTY**

The opposite party has submitted billing abstract from Aug-2006 to Oct-2024, a PVR carried out on Dt.19.12.2024 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-GP consumer having CD of 2KW with date of initial power supply on Dt.27.08.2006 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 8063228 was effected in billing in Nov-Dec-2011 and continuing till date with KWh reading of 4905 in July-2024 which is doubtful & there after raised the bills on PL/Avg basis and since Aug-2023 bill for FC cost only as P/S was LD in billing data base. This Forum has gone through the PVR Dt.19.12.2024 where it is mentioned that the KWh reading was 4887 on the above meter on 16.12.2024 with status & sealing of meter is OK. So, it is clear that the complainant has consumed the P/S up to 24.08.2023 (billing month July-2023) for KWh reading of 4871 and in this regards the submitted photograph of meter is complied but the PVR Dt.19.12.2024 seems to be doubtful as the P/S was LD since Aug-2023 how the same was advanced. So, bill revision is required to settle the billing dispute & further, verification to be done by opposite party and accordingly reset the previous revision if required by opposite party.

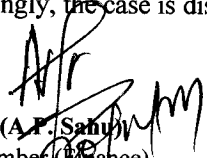
Hence it is the opinion of the Forum that the opposite party is liable to revise the bill for the period from Oct-2021 to July-2023 (24.08.2023) by taking IMR as 4783 & FMR as 4871 with reference to consumption recorded in meter SI No 8063228 with the daily/monthly actual consumption thereof with the adjustment of previous bill revisions if any as per law or other wise go for further verification & accordingly reset the reading & do the revision accordingly.

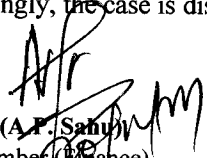
## ORDER


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 period from Oct-2021 to July-2023 (24.08.2023) by taking IMR as 4783 & FMR as 4871 with reference to consumption recorded in meter SI No 8063228 with the daily/monthly actual consumption thereof with the adjustment of previous bill revisions if any as per law or other wise go for further verification & accordingly reset the reading & do the revision accordingly.
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.

  
A. Vasanthakumari  
(Co-Opted Member)

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

  
A.K. Satapathy  
(President)  
President

**Copy to: -**

1. Jenamani Pruseth, At-Phalsadhpa, Po-Bandhupalla, 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.orerc.org](http://www.orerc.org) under the "head "Cases-> "GRF". )