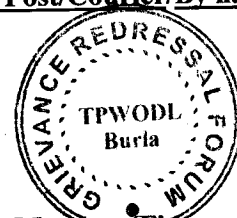


## Grievance Redressal Forum

TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,  
Burla, Sambalpur, 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 S.Tripathy, Member (Finance)



Ref: GRF/Burla/Div/BNED/ (Final Order)/92 (4)

Date: 28/02/2025

**Present:**Sri A.K. Satapathy, President  
Sri B.Mahapatra (Co-opted Member)

1	Case No.	BRL/99/2025																																			
2	Complainant/s	Name & Address		Consumer No	Contact No.																																
		Ashok Kumar Dash At-Singharpur, Po-Baghmunda, Dist-Jharsuguda-768219.		4172-2207-0824	7077613020																																
3	Respondent/s	EE (Elect),BNED,Brajrajnagar			Division B.N.E.D, TPWODL, Brajrajnagar																																
4	Date of Application	20.02.2025																																			
5	In the matter of-	<table border="1"> <tr> <td>1. Agreement/Termination</td> <td>X</td> <td>2. Billing Disputes</td> <td>✓</td> </tr> <tr> <td>3. Classification/Reclassification of Consumers</td> <td>X</td> <td>4. Contract Demand / Connected Load</td> <td>X</td> </tr> <tr> <td>5. Disconnection / Reconnection of Supply</td> <td>X</td> <td>6. Installation of Equipment &amp; apparatus of Consumer</td> <td>X</td> </tr> <tr> <td>7. Interruptions</td> <td>X</td> <td>8. Metering</td> <td>X</td> </tr> <tr> <td>9. New Connection</td> <td>X</td> <td>10. Quality of Supply &amp; GSOP</td> <td>X</td> </tr> <tr> <td>11. Security Deposit / Interest</td> <td>X</td> <td>12. Shifting of Service Connection &amp; equipments</td> <td>X</td> </tr> <tr> <td>13. Transfer of Consumer Ownership</td> <td>X</td> <td>14. Voltage Fluctuations</td> <td>X</td> </tr> <tr> <td colspan="4">15. Others (Specify) -X</td> </tr> </table>				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			
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8	Date(s) of Hearing	20.02.2025																																			
9	Date of Order	28/02/2025																																			
10	Order in favour of	Complainant	✓	Respondent	Others																																
11	Details of Compensation awarded, if any.	NIL																																			

President  
Grievance Redressal Forum  
TPWODL, Burla - 768017

Place of Camp: SDO Office, Belpahar, TPWODL, Brajrajnagar

**Appeared**

**For the Complainant-** Ashok Kumar Dash

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



**GRF Case No- BRL/99/2025**

**COMPLAINANT**

- (1) Ashok Kumar Dash  
At-Singharpur,  
Po-Baghmunda,  
Dist-Jharsuguda-768219  
Consumer No.- 4172-2207-0824

**VRS**

- (1) S.D.O(Elect.) Belpahar, TPWODL, Brajrajnagar

**OPPOSITE PARTY**

**GIST OF THE CASE**

The Complainant has filed the petition in the name of Ashok Kumar Dash bearing Consumer No **4172-2207-0824** under BNED, TPWODL, Brajrajnagar has stated about his meter was defective. From Apr'2024 he paid the dues in average basis. The bill was raised due to defective of the meter and prayed for the revise the bill as per new meter readings.

Hence, the Complainant prayed before the Forum to consider the case for revision/rectification.

**SUBMISSION OF OPPOSITE PARTY**

The Opposite Party has submitted billing abstract for the period from Oct'2016 to Jan'2025 in this case.

**OBSERVATION**

The case is pursued with all documents available in records (FG data base and Samadhan App) and merit of the case. On examining the case in details, the Forum observed that the complainant is a LT-GP<110KVA consumer having CD 1kw with initial date of p/s 22.08.2016 as seen from the FG data base/ Samadhan App. The complainant has raised objection as mentioned in gist of the case. After hearing from both parties, it is observed that :-

1. Actual bills were served from Oct'2016 to Mar'2021 with adjustment of some PL bills in reference to the meter sl. no.WUV11411.
2. PL/Avg. bills were served from Apr'2021 to Oct'2023 with high units 288/173/230/252 etc. per month.
3. In Nov'2023, a new meter was installed with meter sl. no.TWSP51077282. As per FG on 05.12.2023.
4. Average calculation per month taking IMR as "o" on 05.12.2023 and FMR "148" kwh on 06.06.2024 is 25 units.

**ORDER**

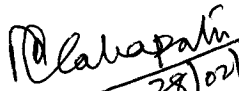
*After careful consideration of hearing and data submitted by both parties, the Forum is pleased to pass the Order as follows:*

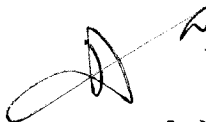
1. The Opposite Party is directed to revise the bill for the period from Dec'2021(06.12.2021 to 05.12.2023) to Dec'2023 all average/PL bills may be revised by taking average consumption of 25 units/month and correct bills with billed amount withdrawn may be done as per clause no.155 of OERC Distribution (Conditions of Supply) Code,2019.
2. The Opposite Party is directed to serve the revised energy charges bill with revised due date within 30 days from the issue of this Order, duly considering the applicable tariff during the period, taking into account the adjustments, if any, and adjustments for the payments made by the complainant.
3. 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 which the complainant is liable to pay.

Grievance Redressal Forum  
TPWODL, Burla - 768017

4. **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.K. Satpathy)  
President  
President  
Grievance Redressal Forum  
TPWODL, Burla - 768017

- Copy to: -** (1) Ashok Kumar Dash, At-Singharpur, Po-Baghmunda, Dist-Jharsuguda-768219.  
(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, Brajrajnagar.  
(4) The Chief Legal-cum-Nodal Officer, TPWODL, Burla for information.

"If the complainant is aggrieved by this 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 at TPWODL Website → tpwesternodisha.com → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/99/2025)