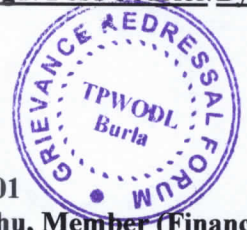


**Grievance Redressal Forum  
TPWODL, BURLA**

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)/1473 (4)

Date: 23/02/2024

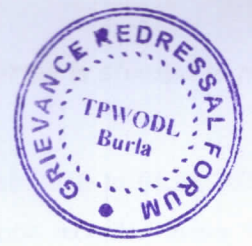
**Present:**  
Sri A.K. Satapathy, President  
Sri B.Mahapatra (Co-opted Member)  
Sri A.P.Sahu Member(Finance)

1	Case No.	BRL/75/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sri Bishikeshan Gond At-Bhikampali, Po-Kapilapur Dist-Jharsuguda	4172-2306-0389	9668893140	
3	Respondent/s	S.D.O (E),Belpahar, TPWODL		Division B.N.E.D, TPWODL, Brajaraj Nagar	
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			

President

Grievance Redressal Forum  
TPWODL, Burla - 768017

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



**Appeared**

**For the Complainant-** Sri Bishikeshan Gond

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

**GRF Case No- BRL/75/2024**

Sri Bishikeshan Gond  
At-Bhikampali, Po-Kapilapur  
Dist-Jharsuguda  
Con No-4172-2306-0389

**VRS**

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

**COMPLAINANT**

**OPPOSITE PARTY**

**GIST OF THE CASE**

Sri Bishikeshan Gond 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 billing dispute & request to revise/rectify the same.

**SUBMISSION OF OPPOSITE PARTY**

The opposite party has submitted bill abstract of the consumer from July-2021 to Jan-2024 and PVR carried on 08.01.2024 received on 16.02.2024 by courier wherein it is found that meter SI No is TPWODL1183140 with CMR 224KWh with meter status is OK with remarks given by concern authority that suppressed reading for the period for July 2023 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 2KW with date of initial power supply 28.08.2010 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 TPWODL1183140 was installed on 06.08.2023 by replacing the old meter bearing SI No WCG05133 with meter reading 5713 on 06.08.2023. 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 Aug-2023. As verified, the old meter bearing SL No WCG05133 was installed/effectuated in billing in Jan-Feb-2016. Hence, required revision to settle the billing dispute.

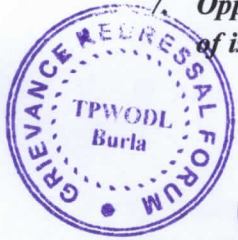
Hence it is the opinion of the Forum that the opposite party is liable to revise the bill for the periods from Jan-Feb-2016 to 06.08.2023 by spread over the reading of 5713 units with IMR '0' in reference to consumption recorded meter SI No WCG05133 with the daily/monthly actual consumption thereof considering the adjustment of previous bill revisions as per law if any.

  
President

Grievance Redressal Forum  
TPWODL, Burla - 768017

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 Jan-Feb-2016 to 06.08.2023 by spread over the reading of 5713 units with IMR '0' in reference to consumption recorded meter SI No WCG05133 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)

*Co-opted Member*

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

Copy to:

*A.P. Sahu*

Member (Finance)

*Member*

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

*A.K. Satapathy*

(President)

*President*

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

1. Sri Bishikeshan Gond, At-Bhikampali, Po-Kapilapur, 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". )