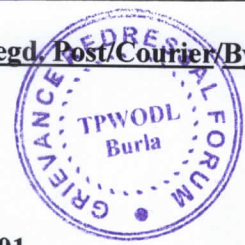


**Grievance Redressal Forum  
TPWODL, BURLA**

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)/ 1506 (4)

Date: 27/02/24

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

1	Case No.	BRL/90/2024			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Sri Giridhari Maharana Jorabaga Dist-Jharsuguda		4172-2404-1292	9348870713
3	Respondent/s	S.D.O (E),Belpahar, TPWODL			Division B.N.E.D, TPWODL, Brajrajnagar
4	Date of Application	24.01.2024			
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	24.01.2024			
9	Date of Order	27/02/24			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			



**Appeared**

**For the Complainant-** Sri Giridhari Maharana

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

**GRF Case No- BRL/90/2024**

Sri Giridhari Maharana  
Jorabaga  
Dist-Jharsuguda  
Con No-4172-2404-1292

**COMPLAINANT**

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

**OPPOSITE PARTY**

**GIST OF THE CASE**

Sri Giridhari Maharana appeared before this Forum on 24.01.2024 at the camp held on SDO Office Belpahar and submitted a written complaint wherein he has stated about billing dispute and request to revise /rectify the bill.

**SUBMISSION OF OPPOSITE PARTY**

The Opposite Party has submitted billing abstract from June-2018 to Dec-2023 an a PVR carried on 24.01.2024 received on 16.02.2024 by courier where it is found that the meter SI No is WLT11088 with CMR 3047KWh with meter status is OK and remark given by concern authority that "Bill may be revised as per actual meter reading"

**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 5KW with date of initial power supply 16.05.2018 through meter SL No WLT11088 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute with prayer to revise the bill. The erroneous bills were served to the complainant since ethe date of power supply although meter was installed an advance reading was there but the actual bill has been served on 21.10.2023 with KWh reading of 2869 as observed from the billing data 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 16.05.2018 to 21.10.2023 by spread over the reading of 2869 units with IMR '0' in reference to consumption recorded meter SI No WLT11088 with the daily/monthly actual consumption thereof considering the adjustment of previous bill revisions as per law if any.

**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 periods from 16.05.2018 to 21.10.2023 by spread over the reading of 2869 units with IMR '0' in reference to consumption recorded meter SI No WLT11088 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.**

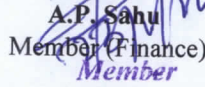
Accordingly, the case is disposed of.



**B. Mahapatra**  
(Co-Opted Member)

*Co-opted Member*

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



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

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



**A.K. Satapathy**  
(President)

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

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:Bhoynagar, 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”. )