

**Grievance Redressal Forum
TPWODL, BURLA**

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Sambalpur, Pin- 768017

Email: grf.burla@tpwesternodisha.com, Ph No.0663-2999601

Bench: A.K.Satapathy, President B.Mahapatra (Co-opted Member) and SovanTripathy, Member (Finance)



Ref: GRF/Burla/Div/BNED/ (Final Order)/ 139cy

Date: 28.03.2025

Present:

Sri A.K. Satapathy, President

Sri B.Mahapatra (Co-opted Member)

1	Case No.	BRL/100/2025			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Mahammad Sahil At/Po- Mirdhadera, Gumadera Dist-Jharsuguda-768218		4172-2404-1073	97771817771
3	Respondent/s	SDO(Elect), Belpahar, TPWODL			Division B.N.E.D, TPWODL, Brajrajnagar
4	Date of Application	20.02.2025			
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	20.02.2025			
9	Date of Order	28.03.2025			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

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



Appeared

For the Complainant- Mohammad Sahil
Represented by Rihana Begum

For the Respondent - SDO(Elect.) Belpahar, TPWODL, Brajrajnagar

GRF Case No- BRL/100/2025

(1) Mohammad Sahil
At/Po- Mirdhadera, Gumadera
Dist-Jharsuguda-768218
Consumer No.- 4172-2404-1073

COMPLAINANT

VRS

(1) SDO(Elect.) Belpahar, TPWODL, Brajrajnagar

OPPOSITE PARTY

GIST OF THE CASE

The Complainant has filed the petition in the name of Mohammad Sahil bearing Consumer No **4172-2404-1073** represented by Rihana Begum under BNED, TPWODL, Brajrajnagar has stated about billing dispute from May'2022 and meter has been changed.

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

SUBMISSION OF OPPOSITE PARTY

The Opposite Party has submitted consumer history for the period from Jun'2016 to Jan'2025, Physical Verification Report dtd.29.01.2023 and Meter testing report 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-DOM consumer having CD 2kw with initial date of p/s 08.06.2016 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, earlier meter was reading high consumption, it was tested by department officers and found wrong. So, a new meter was installed, hence prayed for revising the bills as per the meter test report no.430 dtd.14.03.2023 of EE,MRT,Jharsuguda where he was suggested to put a series meter and calculate the accuracy of the meter. Before that, a series meter sl. no."30001427" was put in series with the existing meter sl. no."WCG05901" on 05.03.2023 and was tested and found that there was a deviation of 11 units vrs 5 units in 24 hours. So, the Forum found that the said meter sl. no.WCG05901 may be declared defective from the date of the complaint till the date it was in operation and another meter was replaced. These period bills may be treated as defective and may be revised by taking the average of 06months consumption as per the replacement of meter with sl. no.TPWODL10714. Average consumption to be evaluated by taking Initial meter reading as "0"kwh on 16.03.2023 and Final meter reading as "608"kwh on 15.09.2023.

Hence, the opposite party is required to revise the bills from the date of complaint i.e from May'2022 to 16.03.2023 as above.

President

Grievance Redressal Forum
TPWODL, Burla - 768017

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 from May'2022 to 16.03.2023 with reference to meter sl. no.TPWODL10714 with the daily/monthly actual consumption thereof with the adjustment of previous bill revisions if any as per law.
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.

The 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) 28/3/24

(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) Mahammad Sahil, At/Po- Mirdhadera, Gumadera, Dist-Jharsuguda-768218.

(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/100/2025)