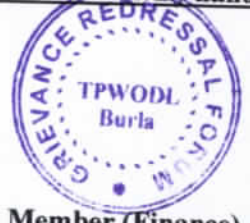


Grievance Redressal Forum

TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Bargarh, Pin- 768017Email: 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/SED/ (Final Order)/ 52 (4)

Date: 31/01/2025

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

| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|--|--|---|----------------|---|---|---|--|---|---|---|---|---|---|---|--|---|------------------|---|-------------|---|-------------------|---|------------------------------|---|---------------------------------|---|---|---|------------------------------------|---|--------------------------|---|-------------------------|--|--|--|
| 1 | Case No. | BRL/30/2025 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2 | Complainant/s | Name & Address | | Consumer No | Contact No. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | Potapali-I & II, Pani Panchayat C/O-Manas Ku Kanchal Gosala Sambalpur | | 4110-0106-0279 | 7894518917 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 3 | Respondent/s | E.E(Elec),SED,Sambalpur | | | Division S.E.D, TPWODL, Sambalpur | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 4 | Date of Application | 18.01.2025 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 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 & 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 & GSOP</td> <td>X</td> </tr> <tr> <td>11. Security Deposit / Interest</td> <td>X</td> <td>12. Shifting of Service Connection & 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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| 15. Others (Specify) -X | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 6 | Section(s) of Electricity Act, 2003 involved | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 7 | OERC Regulation(s) with Clauses | <table border="1"> <tr> <td>1. OERC Distribution (Conditions of Supply) Code,2019</td> <td>√</td> </tr> <tr> <td>2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004</td> <td></td> </tr> <tr> <td>3. OERC Conduct of Business) Regulations,2004</td> <td></td> </tr> <tr> <td>4. Odisha Grid Code (OGC) Regulation,2006</td> <td></td> </tr> <tr> <td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004</td> <td></td> </tr> <tr> <td>6. Others</td> <td></td> </tr> </table> | | | | 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 | | | | | | | | | | | | | | | | | | | | | |
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| 6. Others | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 8 | Date(s) of Hearing | 18.01.2025 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 9 | Date of Order | 31/01/2025 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 10 | Order in favour of | Complainant | √ | Respondent | Others | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 11 | Details of Compensation awarded, if any. | NIL | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

Place of Camp: ESO Office, Gosala, TPWODL

Appeared

For the Complainant- Potapali-I & II, Pani Panchayat
Represented by Manas Ku Kanchal

For the Respondent - E.E(Elec), SED, Sambalpur, TPWODL.

GRF Case No- BRL/30/2025

Potapali-I & II, Pani Panchayat
C/O- Manas Ku Kanchal
Gosala
Sambalpur
Consumer No.- 4110-0106-0279

VRS

E.E(Elec), SED, Sambalpur, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Sri Manas Ku Kanchal on behalf of Potapali-I & II, Pani Panchayat appeared on Dt. 18.01.2025 at the camp held at ESO Office, Gosala and submitted a written complaint wherein he has raised objection about inflated arrear bills accumulated due to abnormal & erratic energy bill charged previously. Hence, the complainant prayed before the Forum to resolve the billing anomalies in an efficacious manner.

SUBMISSION OF OPPOSITE PARTY

The opposite party could not submit any relevant documents in this case, after giving sufficient reasonable time to furnish.

OBSERVATION

The case is perused with all documents available on record and merit of the case. The complainant is an existing consumer of electricity under the operational area of TPWODL bearing consumer No 4110-0106-0279, having CD-30HP under LT-IPA category, coming under ESO-Gosala & initial power supply effected on 01.11.2002. On scrutinizing the records in detail, the Forum observed the following facts which are Enn erected here under that

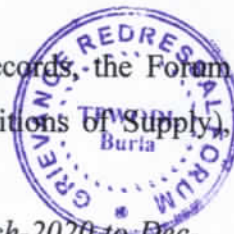
1. During Feb-2020, the billing done through meter reading is adjusted for 40 months automatically which were charged on provisional basis previously.
2. Subsequently, provisional bills from March-2020 to Jan-2022 were continuously raised @8325/month.
3. During Feb-2022 actual bill with billing units of '9969' were raised on the basis of meter reading of old meter no-"WES41158" and new meter no "TPUL000544" as well which was installed on 09.09.2022.
4. The bills from Jan-2021 to Jan-2022, provisionally charged for @8325/month is already revised and an amount of Rs.96406.83/- is credited back to the complainant's account on 22.11.2023. However, the provisional bill charged from March-2020 to Dec-2020 @8325/month have not been revised till date.

Hence, the opposite party is required to revise the energy bills charged from March-2020 to Dec-2020, on the basis of monthly average consumption recorded in subsequent meter installed bearing SI No-"TPUL000544".



ORDER

After careful consideration of hearing and documents, statements available on records, the Forum hereby passes order in consonance with Regulation of OERC Distribution (Conditions of Supply), Code, 2019.



1. *The Opposite Party is directed to revise the energy bills charged from March-2020 to Dec-2020 on the basis of succeeding twelve months actual monthly/average consumption recorded in meter SI No- 'TPUL00544' from the date/month of instalment of the same (ruling out the seasonal consumption variances), duly adjusting the bill revision made earlier and/or, the benefit arising out of the OTS Scheme, if any.*
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 adjustment 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.*


Accordingly, the case is disposed of.

The opposite party is directed to submit the compliance report to this Forum within one month from the date of the issue of this order.



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

Grievance Redressal Forum
TPWODL, Burla - 768017

Copy to:-


(S. Tripathy)
Member (Finance)
Member

Grievance Redressal Forum
TPWODL, Burla - 768017


A.K. Satapathy
(President)
President
Grievance Redressal Forum
TPWODL, Burla - 768017

1. Potapali-I & II, Pani Panchayat, Gosala, Dist- Sambalpur
2. Sub-Divisional Officer (Elect.), Hirakud, TPWODL, Sambalpur with the direction to serve one copy of the order to the Complainant/Consumer
3. Executive Engineer (Elect.), SED, TPWODL, Sambalpur
4. The Chief Legal-cum-Nodal Officer, TPWODL, Burla for information.

"If the complainant is either by this order or 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) or Odisha Electricity Regulatory Commission At Plot No-4 Chunokoli, Sailashree Vihar, Bhubneswar-751021 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/30/2025)